

**Texas Health and Human Services Commission  
Child-Care Licensing  
Investigation Report**

**Operation Information and Allegations:**

Operation #: [REDACTED]

Investigation #: [REDACTED]

IMPACT Case Id:

IMPACT Call Id: [REDACTED]

Intake(s):

Intake Number

[REDACTED]

Intake Date Received

05/19/2021 04:10 PM

Investigator's Name: ALLISON MARTINEZ

Extension Granted: No

Allegation Type

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Standard/Law Violation | <input type="checkbox"/> Abuse/Neglect Physical Abuse         |
| <input type="checkbox"/> Illegal Operations                | <input type="checkbox"/> Abuse/Neglect Sexual Abuse           |
| <input type="checkbox"/> Suicide Attempt                   | <input type="checkbox"/> Abuse/Neglect Emotional Abuse        |
| <input type="checkbox"/> Child Death                       | <input type="checkbox"/> Abuse/Neglect Physical Neglect       |
| <input type="checkbox"/> Serious Harm/Injury               | <input type="checkbox"/> Abuse/Neglect Medical Neglect        |
| <input type="checkbox"/> Near Fatal                        | <input type="checkbox"/> Abuse/Neglect Neglectful Supervision |
| <input type="checkbox"/> Child Arrest                      | <input type="checkbox"/> Abuse/Neglect Exploitation           |
| <input type="checkbox"/> Illness Requiring Hospitalization |   |
| <input type="checkbox"/> Child Run Away                    |   |
| <input type="checkbox"/> Caregiver Drug Abuse              |   |
| <input type="checkbox"/> Endangering Person                |   |
| <input type="checkbox"/> Child Sexual Aggression           | # Children involved: 0  |
| <input type="checkbox"/> Child on Child Physical Abuse     | # Children involved: 0  |

Intake Priority: Priority 3 - minor violations of the law or minimum standards that involve low risk to children

Investigation Priority: Priority 3 - minor violations of the law or minimum standards that involve low risk to children

Date Priority Changed:

Reason Priority Changed:

**Allegation Description:**

It is reported that staff are using diapers that do not belong to the correct children thus resulting in an allergic reaction. It is reported that staff are not properly cleaning the children after a soiled diaper change. A child has been observed drinking another child's sippy cup. It is reported that a staff went to look for a child's belongings leaving the room with only a parent in the room with the children.

**Investigation Persons:**

Reporter:

[REDACTED]

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Victim(s):

██████████ ██████████

Perpetrator(s):

**Name    Perp Disposition          Admin Review          Release Hearing**

**Investigation Documentation:**

**Initiation Information:**

Initiation Date: 05/25/2021

Type of Initiation: Inspection

Information Obtained:

Unannounced inspection conducted. Supervisor, ██████████, accompanied me to this inspection. I spoke with Mrs. ██████████ regarding the allegations. She was aware of the incident because the mom did show her the photos as well. She said that the teacher in the class was ██████████. She is not present today because she is out with her own children who are sick. She said that she asked ██████████ about the feces and she said that they had just came in from outside and she didn't realize he was soiled. She said that the diapers all now have names written on them with a marker. The sippy cups are brought in by the parents as they ask them to supply two. The sippy cups are all sanitized after each use so they are not specifically labeled for a particular child.

**Observations Made During Inspection:**

Inspection(s):

3826065

No obvious hazards observed. Background checks reviewed and current.

Observed diapers that are labeled with individual child names.

**Contact List:**

Type	Date	Contact Time	To:/With	Victim Name
Phone Call	07/08/2021	12:00 AM	██████████ ██████████ /collateral parent ██████████	

I called and spoke with Mrs. ██████████. She is the mother to ██████████ who is 4 years old. I explained the reason for my call. She said in the beginning when she first started going, there were concerns because she would get morning texts that they would not be able to open her classroom because they didn't have enough staff. However, since then it has gotten better. She has had no concerns with the child care provided. She does feel that the staff aren't real friendly but they do say bye when she picks up her child. There was one incident with the owner but it had nothing to do with the child care. She said that the owner called her and told her that her husband was meeting another woman there at the center. She said that her husband was upset and that she herself was also fully aware of the situation and didn't think that it was right that the owner felt the need to call her.

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*Phone Call*            *07/08/2021*            *12:00 AM*            [REDACTED]  
[REDACTED] /collateral  
parent  
[REDACTED]

I called and spoke with Mrs. [REDACTED]. Her daughter, [REDACTED] attends the center. I explained to her the reason for my call. According to her, she is happy with the child care provided. She said that it is super hard finding good child care. Her daughter enjoys going there. She has had only one incident where she was bit but she was immediately notified through the app the operation uses. She does not have any concerns with supervision, discipline, nutrition, etc. She said she knows she's eating well and napping good as well.

*Face-to-Face*            *06/29/2021*            *12:00 AM*            [REDACTED]  
[REDACTED] /caregiver

I interviewed [REDACTED] regarding [REDACTED] having feces on his pants. She said that she does recall that the mother had picked him up right after naptime. She said she didn't know that he was dirty. When the mom told her that he had a dirty diaper, she told her that she could change him and she did. She said that she didn't see feces on his pants. She said that his dirty diaper was formed bowel movement and was not diarrhea.

*Other*                    *05/25/2021*            *12:00 AM*            *External  
documentation*

Photos of [REDACTED] back with feces and feces seen on the back of his pants.

*Phone Call*            *05/25/2021*            *12:00 AM*            [REDACTED]  
[REDACTED] /parent

I called and spoke with Mrs. [REDACTED] regarding the allegations. She was not sure who the teacher was in the classroom when her son came home with soiled clothing and feces on his back. She said that she had pictures and was going to send them to me. She said that the teacher didn't find his blanket and actually left her in the classroom with the other children when she went to look for it. There was no other teacher in the class watching the kids. She was also upset that she had sent diapers and wipes to the daycare and they put the wrong diapers on him causing him to break out in a rash.

**Investigation Findings:**

Disposition (if A/N):

Explanation of Disposition:

Based on the information obtained, it is clear that a child was sent home from the operation with feces on the back of his pants. He was not cleaned and changed properly. The caregiver said she didn't notice that his pants were soiled. A photo of the pants shows that they were soiled heavily and would have been easy to see. The diapers are now all individually labeled and sippy cups are brought in by the parents but they are not individually labeled for the children as they are sanitized after each use.

The allegation of supervision is currently being investigated in a DFPS investigation. Multiple reports have been made alleging that staff are not staying in classrooms and leaving children unattended.

Recommended Action: Re-evaluate Monitoring Frequency

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**Action Dates:**

Notification to Provider: 07/09/2021

Investigation Complete: 07/09/2021

Investigation Closed: 07/25/2021