

CHILD CARE CENTER COMPLAINT

Name of Center:	KidsPoint Downtown Learning Center & Preschool	Enrollment:	82	License ID:	25070
Street:	318 5th ST SE	City:	Cedar Rapids	IA Zip Code:	52401
County:	Linn				
Mailing Address:	318 5th ST SE				
Mailing City:	Cedar Rapids	IA Zip Code:	52401		
Director's Name:	Christine "Chris" Hamor	Center Phone Number:	319-365-1458		
On-Site Supervisors:	Christine "Chris" Hamor	E-Mail Address:	abwagner@waypointservices.org, chris.hamor@waypointservices.org		

Date of Complaint: 02-03-2026

Date of Visit: 02-10-2026

☐ Scheduled ☒ Unannounced ☐ NA

☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found
RECOMMENDATION FOR LICENSE☒ NO CHANGES to licensing status recommended☐ PROVISIONAL license from _____ to _____☐ SUSPENSION of License☐ REVOCATION of License**Complaint Details:**Did this complaint result in a serious injury? ☐ Yes ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

On 2/3/2026, a complainant reported staff RW aggressively grabbed a 3yo child's face resulting in scratches on the neck, a lesion on the bottom lip and a swollen lip.

Licensing Rules Relevant to the Complaint:

109.12(2)a-d The center shall not use as a form of discipline: Center does not use corporal punishment including spanking, shaking, or slapping. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Children shall never be locked in a room or closet. When restraints are part of a treatment plan for a child with a disability authorized by a parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint. Punishment or threat of punishment associated with illness, toilet training, or food or rest is not to be used. No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

Inspection Findings:

On 2/10/2026, licensing conducted a visit to KidsPoint Downtown Learning Center & Preschool. The following is based upon a face-to-face interview with management, a review of internal and external administrative items, and observations while on-site:

CONCLUSION: The following rule was VIOLATED.

109.12(2)a-d The center shall not use as a form of discipline: Center does not use corporal punishment including spanking, shaking, or slapping. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Children shall never be locked in a room or closet. When restraints are part of a treatment plan for a child with a disability authorized by a parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint. Punishment or threat of punishment associated with illness, toilet training, or food or rest is not to be used. No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

- Information gathered indicated staff RW pulled on a 3yo child's arms and grabbed the 3yo child by the face and lips in order to retrieve an item from the 3yo child's hand. After the interaction, the 3yo child had neck scratches, bottom lip lesion and swollen bottom lip.

- One staff is no longer working at KidsPoint Downtown Learning Center & Preschool.

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Special Notes and Action Required:

During all staff meetings, continue to ensure mandatory reporting requirements (including timeframes), incident report writing requirements (including timeframes) and positive discipline techniques are regularly reviewed.

Based upon the above, no response to this report is requested.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHHS Licensing Consultant to discuss the issue. The childcare director may also send a response which will be placed in the licensing file.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHHS Licensing Consultant to inquire.

Consultant's Signature:

Amy Lyons

Date:

03-03-2026