Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Elkader Childcare and Learning Center **Enrollment:** 58 **License ID:** 19203

Street: 117 Gunder RD **City:** Elkader **IA** **Zip Code:** 52043 **County:** Clayton

Mailing Address: PO Box 667

Mailing City: Elkader **IA** **Zip Code:** 52043

Director's Name: Jody Krugger **Center Phone Number:** 563-245-3333

On-Site Supervisors: Jody Krugger **E-Mail Address:** jkrugger@elkaderchildcare.com

Date of Complaint: 07-23-2025 **Date of Visit:** 08-04-2025

[X] Scheduled **[ ]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

On 07/23/25 a concern was reported regarding Elkader Childcare and Learning Center. It is reported that a staff member (Lynda S.) grabbed a school-age child by the jawline and pushed his head into the wall. She then thew him to the ground, grabbed the child by the face and threw him into a chair. The incident happened in the kitchen. She took the child out of the kitchen and shoved him into the director's office. The incident occurred on 07/22/25.

I was on leave and did not receive the complaint until 07/28/25.

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 07/28/25 I emailed Sheila Schroeder from the Department of Health and Human Services. We planned for a phone contact on 07/29/25.

On 07/29/25 I had a collateral phone contact with Sheila Schroeder from the Department of Health and Human Services. Ms. Schroeder states she spoke with the child's parents. The mother said she was contacted by Lynda S. on the day of the incident and she was told to come pick the child up. Lynda sent the mother two videos of the child's behaviors. The father picked up the child and asked to see the videos sent to the mother. When the director looked for the videos, they had been deleted off the Brightwheel app. All staff members have access to Brightwheel.

Ms. Schroeder interviewed the child on 07/25/25 and provided the following information, "(The child) described the situation at daycare and identified Lynda as staff who 'grabbed' him. (The child) demonstrated by holding up his arms and putting his hands around his wrists. (The child) talked about Lynda 'grabbing' him by the chin and demonstrated the same by holding his hand around his chin and jaw with one hand. (The child) spoke about Lynda 'grabbing' him and 'pushing' him down to the floor. (The child) explained he was running around and was told to stop by Lynda. (The child) spoke about Lynda yelling at him."

Ms. Schroeder observed a bruise on the child's arm approximately the size of a fifty cent piece where he reported Lynda grabbing him.

Arrangements were made for a joint visit to the center on 08/04/25.

On 08/04/25 Sheila Schroeder and I made an announced visit to Elkader Childcare and Learning Center. We spoke with Jody Krugger, the director. We also interviewed seven additional staff members while at the center. One of the seven interviews was conducted over the phone. Three of the staff members did not witness the incident, the other four staff members personally observed the incident in some manner. Several staff members reported that the child does have difficult behaviors that include kicking and hitting staff members, throwing things, kicking items in the room, yelling and screaming.

Staff members report that Lynda did get physical with the child. She reportedly gabbed him by the jaw and pushed him into a wall. She also pushed him down and/or in a chair. She grabbed his arm to take him down to Ms. Krugger's office.

Lynda S. did come to the center to be interviewed. Lynda states she resigned from the center after the incident happened. She was crying and remorseful. She said the child refused to sit down and she did yell at him. She told him if he did not sit down, she could sit down and hold him. She knew she overstepped her boundaries and told the child to go sit by another staff member. The child started hitting the other staff member and she told him to go to the hallway and cool down and he ran to the kitchen and she followed him. The child started kicking the refrigerator, freezer and the walls. Lynda states while she was on the phone with the mother, she became more upset because the mother said it was Lynda's fault the child was acting this way.

Lynda states she took a video of the child because the mother denies the child acts this way in childcare. She put the video on Brightwheel. She denies ever deleting the video.

Lynda states she had her hands on the child. She had his shoulder and hand. When asked if she grabbed the child's face Lynda replied, "Yea I might have. I think I did when I was in the kitchen. Pretty sure I gabbed his jaw and hand." She denies throwing him on the floor.

Lynda states she took the child to Jody's office and immediately put herself on leave. She quit the next day. She did not want other parents to feel like their children were not safe. Lynda states she worked at the center for seventeen years and she loves the children. She said she does not know what got into her that day.

Special Notes and Action Required:

109.12(2)a-e. Discipline does not allow for corporal punishment; punishment that causes humiliation, fear, pain or discomfort. Discipline does not allow for punishment or threat of punishment associated with a child's illness, lack of progress in toilet training, or in connection with food or rest. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. VIOLATED. Multiple staff members report observing Lynda S. becoming physical with a child. Lynda admitted she became physical with the child.

Currently, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

Consultant's Signature:

Rebecca Frost

Date:

08-20-2025