

CHILD CARE CENTER COMPLAINT

Name of Center: Westlakes KinderCare	Enrollment: 85	License ID: 27840
Street: 6670 University AVE	City: West Des Moines	IA Zip Code: 50266
County: Polk		
Mailing Address: 6670 University AVE		
Mailing City: West Des Moines	IA Zip Code: 50266	
Director's Name: Stacie Cardoza	Center Phone Number: 515-221-0718	
On-Site Supervisors: Mya Love (pending)	E-Mail Address: 301789@klcorp.com	

Date of Complaint: 10-31-2024 **Date of Visit:** 11-01-2024

☐ 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 ☒ No

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

Summary of Complaint:

It is alleged that on 10/31/2024, staff member, SF (initials) swore at a four year old child and called him names. There is no information this resulted in an impaired ability for the child to function. It was also alleged that on 10/31/2024, SD pushed the same four year old child down onto his cot, causing him to hit his head. The child did not sustain an injury from this action.

Licensing Rules Relevant to the Complaint:

109.12(2)c Punishment or threat of punishment associated with illness, toilet training, or food or rest is not be used.

109.12(2)d No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

Inspection Findings:

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This complaint came into Intake on 10/31/24. This consultant was assigned this case on 11/1/24 and visited the center unannounced at around 11:30am on 11/1/24.

This consultant explained the reported concerns to the pending on-site supervisor, Mya Love. Mya informed this consultant that the director, Stacie Cordoza, was out of the office and would be returning on Tuesday, 11/5/24. This consultant did speak by phone to the area director, Amanda Koch, after staff interviews were completed in the center office. This consultant also spoke to Amanda and Stacie by phone again on 11/5/24 in regards to the complaint results and what moving forward looks like.

On 11/1/24, this consultant individually interviewed staff member who either work in the same room with SF and/or who had knowledge of the child and this alleged incident. Staff interviewed stated the child in question, can often times, misbehave by not following directives. Staff stated SF often times gets frustrated with this child and other children. SF has been observed and overheard in the past yelling at children (raising her voice) and grabbing children by the arms to redirect them to do what she tells them to do. One staff member stated that on the day of the alleged incident, they observed SF grab the child under his right arm pit and push him down on his cot. The child allegedly hit his head, but didn't have an injury. SF also allegedly told the child that he was annoying and that is why nobody liked him. She also allegedly stated he can sit there and cry (after hitting his head) and that he needed to start listening.

When SF was individually interviewed by this consultant, she initially stated the child in question rarely, if ever misbehaved and that he always listened to her. She initially denied ever having to redirect him verbally or physically, but then changed her story as the interview went on. She later stated she has had to verbally and physically redirect the child by taking him by the arm to where she wanted him to go. When questioned about the child and yesterday's alleged incident, SF could not recall at all if she had to redirect him verbally or physically. SF was given several opportunities to describe the previous day and in regards to the child, but she again stated she could not remember at all what happened the previous day and stated she couldn't remember at all because it was Halloween. SF denied swearing at the child. SF admitted she has been talked to by management in the past for her voice tone she uses with children. But, SF stated her voice tone was loud because she has asthma. SF stated she had been written up in the past for tardiness.

At this time, based on information reviewed and staff interviews, and follow up phone calls, it appears there is sufficient evidence that SF used inappropriate discipline with the child in question. The center is found to be in NON-COMPLIANCE WITH LICENSING REGULATION 109.12(2)C AS IT PERTAINS TO DISCIPLINE.

It was noted that this consultant observed the classroom after conducting interviews and observed and spoke to the child in question. The child did have a Band-Aid on his nose. The child explained to this consultant what happened to his nose and it was not related to this alleged incident.

Special Notes and Action Required:

The center has taken appropriate disciplinary action with the employee at the time of this report. The center is also looking into additional training for staff related to discipline and redirection techniques.

Mya Love's on-site supervisor paperwork should be sent to this consultant for review.

Management should review with all staff what are appropriate forms of discipline to use with children and what is not ever allowed.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email Nathan.Knepper@hhs.iowa.gov so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.

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

Consultant's Signature:

Nathan Knepper

Date:

11-12-2024