

CHILD CARE CENTER COMPLAINT

Name of Center:	Gregory & Suzie Glazer Burt Boys & Girls Club	Enrollment:	225	License ID:	50944		
Street:	2500 Forest Ave	City:	Des Moines	IA Zip Code:	50311	County:	Polk
Mailing Address:	1421 Walker St						
Mailing City:	Des Moines	IA Zip Code:	50316				
Director's Name:	Neisha Taylor			Center Phone Number:	515-271-4560		
On-Site Supervisors:	Anna Redeker			E-Mail Address:	ntaylor@bgcci.org		

Date of Complaint: 08-06-2025 **Date of Visit:** 08-11-2025

☐ 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:

A staff member has been making kids who attend the center do push ups as a form of discipline. Additional information was received and the staff has been using other methods, such as walking or running around the building, making children do wall sits and push ups also.

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:

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This worker went to the center for an unannounced visit. This worker met with the on site supervisor, Anna Redeker, and explained the purpose of the visit. Anna said she was made aware of concerns of a staff member, PW, using forms of discipline that were not appropriate, last week. She had been contacted by a few parents about these concerns. Parents told her this staff had their children walking around the building, doing wall stands, push ups when they had gotten in trouble. She talked to Tony Timm initially as the HR lead, Ashley Crawford, wasn't available. She met with PW, who did admit to using these forms of discipline. PW is a staff who works with the Teen Group program. PW is on a suspension at this time. Anna showed this worker the paperwork related to the suspension and corrective action for PW. Anna said these forms of discipline are not acceptable under any circumstances and Boys and Girls Club would never support anything like this being done.

PW was asked by staff who work with the HHS licensed club staff when they wanted help during programming dealing with kids' behaviors. Anna addressed this with all the staff. Staff from both programs know they are to only be working with the age groups/programs they are hired to work with. This worker reviewed the staff file of PW, and she has the same record checks and trainings as the HHS licensed program. Anna said PW

Special Notes and Action Required:

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.

VIOLATION

Anna was given direction by HR on how to handle the situation. The staff member was reprimanded for her actions. There is a corrective action plan regarding the incident. This staff member will not be working within the HHS licensed program.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

08-12-2025