Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: KinderCare Learning Center - Ankeny **Enrollment:** 130 **License ID:** 50489

Street: 3055 N Ankeny Blvd **City:** Ankeny **IA** **Zip Code:** 50021 **County:** Polk

Mailing Address: 3055 N Ankeny BlvdLegal Name: REE Midwest Inc.

Mailing City: Ankeny **IA** **Zip Code:** 50021

Director's Name: Jessica Gathercole **Center Phone Number:** 515-964-0688

On-Site Supervisors: **E-Mail Address:** ankeny@kindercare.com

Date of Complaint: 04-21-2023 **Date of Visit:** 04-27-2023

[ ] Scheduled **[X]** 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:

There are concerns that a daycare staff caused 3 crescent shaped lacerations to the arm of a three year old, which appear to have been caused by her fingernails.

Licensing Rules Relevant to the Complaint:

109.12(2)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training.

Inspection Findings:

4/26/23 This worker spoke with DHHS Gage, who was also assigned the case. DHHS Gage has spoke with the family regarding the concerns. She has also observed the injuries, which were three crescent shaped healing scabs. The child has stated to his mother and to DHHS Gage that staff member A.S. grabbed him.

4/27/23 Visit to the daycare. This worker and DHHS Gage met with staff A.S. On the day of the incident, she had eight to nine children. She was the only staff in the classroom. She is aware the child has some scratches. She believes the child was scratched by a peer when she was cleaning up after breakfast. The kids were playing near the cubbies. The child was kind of fussy and she noticed a pinch/scratch mark on his arm. She washed his arm and put an ice pack on his arm. She didn't see what happened to him, she didn't ask him what happened. She wrote an incident report. He isn't normally in this class. They had to move kids around that day to make sure ratio was OK. She denied ever moving the child physically where she could have accidentally caused the injury.

This worker and DHHS Gage spoke with Jessica Gathercole, acting director. Jessica explained measures they are taking to ensure ratio is being met in classrooms. This child is not normally in the classroom he was in on the day of the incident. He was moved to that classroom due to the center making efforts to maintain ratio.

Staff A.W. returned to the office. A.W. said she cannot recall touching the child and would not do anything to jeopardize her job in child care.

This worker and DHHS Gage met with Alicia Hall, director in training. She assists classrooms in covering breaks. She stated it is isn't uncommon for staff to guide children to areas, such as to time out, if needed. If she has to assist this child she gets down on his level and helps him calm down by talking to him and giving him hugs. There is an incident report on file regarding this child's injury.

This worker and DHHS spoke with staff B.W. She helps with breaks. She hasn't assisted in this room since a few weeks prior to this child having the injury.

This worker spoke with Jessica Gathercole. This worker requested information about any staff that would have been in that classroom that day.
Jessica but was unable to find that information.

Special Notes and Action Required:

109.12(2)b
Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training.
Violation
This child had an injury on his arm. The injury was three scabs that were caused from fingernails. The child consistently stated staff A.S. grabbed him.

The staff is no longer employed at the daycare.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

06-05-2023