

CHILD CARE CENTER COMPLAINT

Name of Center: Hanson Family Life Center	Enrollment: 40	License ID: 22430
Street: 306 S 6th ST	City: Forest City	IA Zip Code: 50436
County: Winnebago		
Mailing Address: 916 W I ST		
Mailing City: Forest City	IA Zip Code: 50436	
Director's Name: Faith Kahler	Center Phone Number: 641-585-5187	
On-Site Supervisors:	E-Mail Address: childcare@forestcityymca.org fkahler@forestcityymca.org	

Date of Complaint: 08-30-2025**Date of Visit:** 08-31-2025☐ 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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

A complaint received that an employee of Hanson Family Life Center had grabbed a child by the arm resulting in injuries. Subsequent complaints were received that the same employee and other employees had been physical with and made derogatory comments about the same child and other children.

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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An unannounced visit was made to the Hanson Family Life Center where DHHS co-worker Tracey Smed met with the YMCA CEO Sydney Donadio as the center director, Faith Kahler, was not in. Sydney was informed of the complaint and stated she was aware of the concerns. Sydney stated that she had just taken over as the YMCA CEO, and the board president for the center and they had been speaking with parents and were considering administrative options to address the concerns.

We were able to speak to staff that were present at the center that were identified in the complaint, and co-workers that were identified as working in the the classrooms and/or having knowledge of the concerns. In speaking with staff all provided consistent and credible information that they have witnessed other employees being physical with children, and making derogatory comments about children and/or their families though not directly to the children. While all staff interviewed reported having witnessed these interactions in others all denied having engaged in them directly themselves. All staff provided examples of co-workers handling children in what were described as a "rough, aggressive, or harsh" manner in response to the children's behavior. Specific examples include one employee lifting a child from the ground by one arm to approximately hip high of the employee and carrying the child into the classroom in that manner. Another employee was reported to hold a child they, "did not like", by the arm in a manner that was, "clearly more forceful than what they use with any other child". All staff reported seeing co-workers engage in activities of putting their legs, or arms over children in an attempt to hold or maintain children on cots during nap time. All staff denied having observed any child suffering any injury from any of these interactions.

When speaking with staff about about the derogatory comments it was identified that these were primarily in regard one child and the child's family by one teacher. Comments included statements of, "Oh I hate (child)", "I wonder what it would take to get (child) out of the center", and stating that the parents act "entitled because they have money". All staff denied that these comments were made directly to the child and were generally said to co-workers but that there were times they were made where the child could have heard the comments.

When speaking with staff all identified that that while these interactions were observed at different times of the day one consistent issue was related to nap time. All staff gave the example of one specific child that does not like to nap. All staff reported using different approaches of allowing the child to sit on their lap, giving the child a book or toy to play with on their cot, and soothing the child by rubbing their back. Again while denying engaging in the practice themselves all reported having observed other staff putting and arm or leg over the child or other children both with and without pressure on the child's body to keep the child from getting up.

When asked about the center policies and training regarding nap time, and discipline all staff again provided consistent and credible statements that they had not really received any specific training or information. All identified that they use disciplines of redirecting children, or time out if needed. All staff stated that with regard to nap time the children are supposed to be on their cots for nap time which runs from 12 - 2 PM.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.12(2)a-d The center shall not use prohibited forms of discipline. All staff provided consistent and credible statements that they have witnessed co-workers using prohibited forms of discipline. This included handling children in a harsh and physical manner that included grabbing, lifting, and holding children. Restraining children on cots when they would not lay quietly at nap time. Making derogatory comments about children and their families. While all staff deny every seeing children receiving any injury from these interactions, or the comments being said directly to a child it was clear that all felt that the interactions were inappropriate and excessive.

Special Notes and Action Required:

This complaint is SUBSTANTIATED for violation of the identified licensing standard. The concerns were reviewed with the board which is being cooperative with the both the DHHS review, and working with parents who have expressed concerns. The following actions are required and/or recommended.

REQUIRED:

1: A referral will be made to Child Care Resource & Referral to assist the center with developing policies and practice regarding napping and behavior management.

Consultant's Signature:

Ray Salsbury

Date:

08-05-2025