

CHILD CARE CENTER COMPLAINT

Name of Center: Yellow Brick Road ECDC - Down Town	Enrollment: 96	License ID: 51819
Street: 756 9th ST	City: Des Moines	IA Zip Code: 50309 County: Polk
Mailing Address: 756 9th ST		
Mailing City: Des Moines	IA Zip Code: 50309	
Director's Name: Haley Greenfield	Center Phone Number: 515-285-2256	
On-Site Supervisors:	E-Mail Address: haley.greenfield@ybrecdc.org kacie.harms@ybrecdc.org	

Date of Complaint: 06-26-2025**Date of Visit:** 07-10-2025
☐ 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:**

It is alleged that on a staff member hit a four year old on the shoulder with her hand for roughhousing with a peer. Child had no injury.

Center is out of ratio.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required: Brief absence of staff person permitted for 5 or less minutes when another staff person is present. At least one staff is present in every room where children are resting. If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained. Ratio in infant rooms is always maintained. When more than eight children are present on the licensed premises, at least two staff members shall be present. For a period of two hours or less at the beginning and end of the center's hours of operation, one staff member may care for eight or fewer children, provided no more than four of the children are under two years of age and there are no more than eight children in the center. Ratio exceeded for school-age children when school classes unexpectedly start late, are dismissed early, or cancelled. For no more than four hours, care is limited to children already in the program and licensed capacity is not exceeded.

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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6/27/25 This worker received an email from Kacie Harms, Regional Director from Yellow Brick Road. Kacie wanted to let me know about a concern regarding this center. Concerns were reported staff MF had struck a child on the playground. Two staff members were on the playground at the time. This worker went to the daycare for an unannounced visit. The staff have provided written statements. The director, Kacie Harms, also submitted a written statements. Kacie was off site at the time but she was involved with the concerns. Staff MF and another staff have provided written statements also. Staff MF is on administrative leave at this time. All written statements were included with the email sent by Kacie Harms.

This worker spoke to Kacie Harms. This worker spoke with Kacie about the concerns reported. One staff who was present on the playground is now working at a different location. Staff MF is still on administrative leave and will continue to be so until the investigation is complete. Yellow Brick Road will make a decision about her employment at that time.

This worker made a visit to the daycare. This worker met with Kacie Harms and Haley Greenfield. Haley said she had left the daycare due to an emergency. She was contacted while she was gone about the concerns. She met with the staff involved and got written statements by everyone. She also called the parent of the child. The parent told him that the child did say to him the staff had hit him.

Haley said a parent had expressed concerns to her about combined ages being on the playground in the morning. This worker asked her what ages were on the playground together and Haley said it was children ages two through the school age class. This worker reviewed HHS Ratio Rules about opening and closing times. This worker showed Haley why that practice was a ratio violation. Haley said she had changed some times for opening more classrooms and she was not combining those ages any longer.

This worker spoke with staff JR. She was on the playground the day of the incident. The child was sitting and he and another child were arguing. She heard that the child was kicking the other child. Staff MF hit the child on his shoulder. After MF hit him she said to her that he had just kicked the other child. She told one of the assistant directors what happened. Haley was gone from the center at the time.

This worker spoke with staff DG. She was outside on the playground on the day of the incident. The child and another child were fighting. Staff MF came up to him and hit him, his shoulder. She said to him to keep out hands and feet to ourselves. She was really surprised and wasn't sure what to do. Haley had to leave the center so she talked to Kellie.

This worker talked to staff MF. She doesn't recall speaking to that child on the playground that day. She remembers speaking to some other kids, but not that child. She does work in his classroom Monday through Thursday and has to address his behaviors multiple times a day. She has never hit him. She might place her hand on top of his shoulder to get his attention. She uses gentle touches with any child, like holding their hands or touching the top of their heads. She could have said something to him that day but she doesn't recall doing this.

Special Notes and Action Required:

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This staff is no longer employed at Yellow Brick Road.

The center made changes to the staff schedule. Changes have been made to the opening and closing schedule.

09.12(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

A few different staff members at the center provided consistent statements about a staff hitting a child.

The child also said this staff hit him.

109.8(2)

Ratio maintained in center as required:

VIOLATION

The center has been out of ratio by combining children ages two through school age being in programming space together in the beginning and end of the day. HHS Rules allow seven or less children with one staff to be in the center at opening and close. The center also has been combining two year olds with the four/five year old classes. Two year old children cannot be in programming space with four/five year old children.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

08-01-2025