Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Elim Children's Center **Enrollment:** 75 **License ID:** 16552

Street: 302 W Church ST **City:** Marshalltown **IA** **Zip Code:** 50158 **County:** Marshall

Mailing Address: 302 W Church ST

Mailing City: Marshalltown **IA** **Zip Code:** 50158

Director's Name: Kathy McCune **Center Phone Number:** 641-752-8760

On-Site Supervisors: Brooke Seymour /Tessa Rundall **E-Mail Address:** director@elimchildrenscenter.org

Date of Complaint: 07-10-2024 **Date of Visit:** 07-11-2024

[ ] 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:

It is alleged that T B (daycare staff) has been mistreating and traumatizing the daycare children (names unknown) she has been caring for by yelling and screaming at the children, shoving them into an elevator and not letting them out, shoving them into a bathroom and turning out the lights and forcing them to do things they don't want to do.

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:

7/10/24
Concerns were received by the complaint hotline and will be addressed jointly with a Child Protection Assessment; assigned to Child Protection Worker (CPW) Jay Stanish. CPW Stanish and I agreed would would complete a joint visit to the center the following day.

I contacted Kathy McCune, Director regarding the concerns. She was aware of the concerns, but was confused as the incident occurred in March 2024.

7/11/24
CPW Stanish and I met with director Kathy McCune and director in training Lynn Coleman. We discussed that this is a joint assessment. Director McCune indicated she had not been at the center when this incidents occurred and that staff had told an on-site supervisor that took notes but did not bring this to the directors attention for a while. Director McCune indicated when the concerns were realized; she did an internal investigation and review of the concerns. Staff TB and other staff had taken a child up and down in the elevator and had turned lights off; which resulted in the child being scared. Ms. McCune indicated that staff TB had a written reprimand placed in her file regarding this incident along with more coaching. The director indicated that there had not been subsequent occurrences. Again this had occurred sometime prior to 3/15/24.

CPW Stanish and I toured the center, viewing the hallway and the child's room; where the child was currently resting. It should be noted the bathrooms were also viewed and there is daylight that comes through windows so that the area is not overly darkened.

Director McCune agreed that staff TB would not be in contact with the child.

CPW Stanish obtained a list of families whose children also attend the same classroom as the child subject and contacted 10/11 of those families. CPW Stanish indicated the families contact did not have concerns about staff at the center.

8/6/24
CPW Stanish indicates interviewing staff TB; who acknowledged the concerns had occurred and explained that a written reprimand resulted from this incident but denied doing anything to scare the child or subsequently "target" the child.

CPW Stanish advised the outcome of the child protection assessment would be NOT confirmed.

There is sufficient information of non-compliance with Iowa Administrative Code 109.12(2)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Staff was given a written reprimand for their actions/inactions pertaining to this incident.

Special Notes and Action Required:

A written reprimand was placed in staff's file regarding this incident. Coaching and close administrative supervision of staff and the child continues to occur.

There are no further actions required.

Consultant's Signature:

Maggie Gibson, SWIV

Date:

08-13-2024