

CHILD CARE CENTER COMPLAINT

Name of Center: Forest City YMCA	Enrollment: 28	License ID: 22464
Street: 916 West I 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: 641-585-5220	
On-Site Supervisors: Skylar Cooper and Cindy Rosa	E-Mail Address: fkahler@forestcityymca.org	

Date of Complaint: 02-12-2025**Date of Visit:** 02-17-2025☐ 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 was received that staff Forest City YMCA center had required children to use chemical cleaners (bleach water) to clean up feces with no gloves or other protective equipment. It was reported that the children were made to clean the bathrooms as a consequence for making a mess in the restrooms.

It was also reported that the center staff have been late to pick up children from the school on a couple of occasions with time frames of up to 15 minutes resulting in the school staff continuing to sit with the children and staff not acknowledging the teachers who stayed with the children.

Licensing Rules Relevant to the Complaint:

109.12(2) Center shall have written policy on discipline of children which provides for positive guidance, with direction for resolving conflict and setting of limits.

Inspection Findings:

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An unannounced visit was made to the Hanson Family Life Center where I met with Faith Kahler who is the executive director overseeing several program locations operated by the Hanson Family Life Center including the YMCA location. Faith was informed of the complaint and stated she was aware of the situation. Faith stated that an employee, (CB), did make the children clean in the restrooms because of the mess they were making but the children were not made to use chemical cleaners, nor did they clean feces. Faith stated that the staff member had the children use paper towels with soap and water to wipe up the water stains, soap, and used paper towels in the restrooms because of their behavior in the restrooms and making a mess. Faith stated that she did talk to the staff and told them that they cannot do that, and reviewed the center's policies regarding discipline. The employee that was involved was not available at the time of the visit but Faith did provide a contact number for that employee.

Faith also acknowledged that there had been a situation approximately 3 months ago when the staff did arrive late to pick up the children from the school. Faith stated that the staff were approximately 5 minutes late and had simply been held up.

A call was made to the employee identified in the complaint and a message was left requesting a return call. No return call was received.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.12(2)a-d Center shall have written policy on discipline of children which provides for positive guidance, with direction for resolving conflict and setting of limits, and prohibiting several specific forms of discipline. Faith did confirm that an employee had used a form of discipline that would be prohibited both by Licensing Standards, and center policy. Faith stated that the employee make the children clean the restroom in response to the children's behavior. Faith did confirm that the children did not use any chemical cleaners, nor did they clean up any bodily fluids, but only used soap and water on paper towels to clean water stains, soap spills, and paper towels that had been left in the restrooms by the children after use. Faith stated she did review with staff that this would be a staff cleaning responsibility, and also reviewed what are acceptable forms of discipline.

Special Notes and Action Required:

This complaint is SUBSTANTIATED for violation of the identified Licensing Standard. Faith did confirm that she had addressed the situation with the employee administratively. No further action is required and/or recommended. A full license will remain in effect at this time.

Consultant's Signature:

Raymond Salsbury

Date:

03-14-2025