

CHILD CARE CENTER COMPLAINT

Name of Center:	Traditions Children's Center V, Bldg 100		Enrollment:	93	License ID:	40856	
Street:	9809 White Oak Lane	City:	Johnston	IA Zip Code:	50131	County:	Polk
Mailing Address:	9809 White Oak Lane						
Mailing City:	Johnston	IA Zip Code:	50131				
Director's Name:	Kathy Oliver		Center Phone Number:	515-986-3757			
On-Site Supervisors:	Keleigh Donaldson and Lindsey Swank		E-Mail Address:	director@traditions5.com			

Date of Complaint: 05-14-2026**Date of Visit:** 06-01-2027
☐ Scheduled
☒ Unannounced
☐ NA

☒ Non-Compliance with Regulations Found
☐ Compliance with Regulations Found
RECOMMENDATION FOR LICENSE☐ **NO CHANGES** to licensing status recommended☒ **PROVISIONAL** license from 06-14-2026 to 06-01-2027☐ **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 05/13/3036, staff member KD grabbed the arms of a four/five year old causing a scratch on one wrist and a bruise to the other. There were also concerns the center was out of ratio that were reported shortly after this first concern.

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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On 5/18/26, this consultant made an unannounced visit to the center. The director, Kathy Oliver, shared that a Johnston Police detective, Stephanie Braun, was recently at the center. This consultant shared that he was aware of that information and stated that there would be more to come with that situation in the near future.

On 5/18/26, this consultant observed all classrooms in use and found them all to be in ratio. This consultant discussed with the on-site supervisor, KD (initials) about brief absences being allowed for certain situations, but that it shouldn't be continuous throughout the day. On 6/15/26, this consultant made another unannounced visit to the center to discuss the final decision made on the first concern (inappropriate discipline) and to again observe classrooms and check ratios. It was noted that this consultant also spoke to Kathy by phone on 6/12/26 in regards to the final decision related to inappropriate discipline. On 6/15/26, ratios were again being followed in all classrooms. IN REGARDS TO THE RATIO CONCERNS REPORTED, THE CENTER IS FOUND TO BE IN COMPLIANCE WITH LICENSING REGULATION 109.8(2).

On 5/21/26 and 5/26/26, HHS worker Sidney Larsen and Detective Stephanie Braun interviewed several staff members with potential knowledge of the reported inappropriate discipline concerns. The person alleged responsible, KD, was also interviewed as was the director, Kathy Oliver. Based on those interviews, there was sufficient evidence to conclude inappropriate discipline was used on the child by KD. KD also admitted to being frustrated with the child for not listening. The child gave consistent statements that the injuries to his wrists were caused by KD. The incident occurred around nap time. This consultant was unavailable on the days of the interviews, but followed up with HHS worker Larsen and Detective Braun on those interviews.

The center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.12(2)A-D AS IT PERTAINS TO DISCIPLINE OF CHILDREN.

Special Notes and Action Required:

The center has now had two discipline complaints where non-compliance was found and in a relatively short period of time. Because of this complaint and the previous complaint where the center was also found to be in non-compliance, the center is being downgraded to a provisional license.

The director will review with all of her staff what are appropriate forms of discipline and what are not appropriate forms of discipline allowed with children. The director will also make sure the center's written discipline policy includes what is never allowed as a form of discipline. Disciplinary action should be taken against any staff member who violates the discipline policy. Specifically, what should be reviewed by all staff and what should be in the staff handbook as far as discipline and what is not allowed includes:

- a. Corporal punishment, including spanking, shaking, and slapping.
- b. Punishment that is humiliating or frightening or that causes pain to the child. Children shall never be locked in a room or closet.
- c. When restraints are part of a treatment plan for a child with a disability authorized by the parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint.
- d. Punishment or threat of punishment associated with a child's illness, lack of progress in toilet training, or in connection with food or rest.
- e. No child shall be subjected to verbal abuse, threats, or derogatory remarks about the child or the child's family.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email Nathan.Knepper@hhs.iowa.gov so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the HHS Licensing Consultant to inquire.

Consultant's Signature:

Nate Knepper

Date:

06-14-2026