

CHILD CARE CENTER COMPLAINT

Name of Center: Yellow Brick Road ECDC - Norwalk	Enrollment: 149	License ID: 51820
Street: 2201 Sunset DR	City: Norwalk	IA Zip Code: 50211
County: Warren		
Mailing Address: 756 9th ST		
Mailing City: Des Moines	IA Zip Code: 50309	
Director's Name: Jessica Lopez	Center Phone Number: 515-981-0089	
On-Site Supervisors: Shayla Payne	E-Mail Address: jessica.lopez@ybreccdc.org troy.bage@ybreccdc.org	

Date of Complaint: 05-11-2026**Date of Visit:** 05-14-2026
☐ 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:**

Concerns reported that staff grabbed a a blanket from a four year old child, which resulted in a burn mark on the child's arm. Staff had threatened to take the child's stuffed animal away during nap time and the stuffed animal was wrapped in the blanket.

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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5/11/26 Email communication with Jessica Lopez, director of the daycare center

5/11/26 Communication with HHS Moore

5/12/26 Email communication with Jessica Lopez, director

5/12/26 Communication with HHS Moore

5/14/26 Visit to daycare center with HHS Moore.

Interview with staff B.G. Purpose of the visit was explained. B.G. said children have at least twenty minutes of quiet time and children need to be quiet. This child struggles with doing this. He does take away the child's stuffy during rest time if she isn't listening. Child will usually hand him the stuffy. She will then cry for three to five minutes, then will calm down.

The day of the incident, he left for lunch but had put children on their cots before leaving. He gets thirty minutes for lunch break. Staff J. covered his break that day. He was told by that staff that some children were being really disruptive, like talking loudly, running around. He thought they needed to reset the twenty minutes of quiet time. When he asked the child for her stuffy, the child got upset. She was wrapped in her blanket so he did pull it away. She was crying which is normal so he didn't think anything of it. The child approached him at recess and said "look what you did" and showed him her owie on her arm. He comforted her, he apologized to her. He felt terrible about it. The child seemed fine after that.

B.G. didn't write an incident report because he didn't know there was any injury at first. He did tell child's aunt when the child was picked up that day. He forgot to complete an incident report at the time. He didn't tell any supervisors about the incident because he didn't realize the severity of the situation. When supervisors found out, Jess told him she was going to call child's mom, report the incident to necessary parties and go from there. She also had to write him up. He watched the video with Jess and he was frustrated at the time but wasn't mad at the child. He has take take a training on behaviors and emotions and he has taken accountability. He wasn't aware of the child's past. The aunt has said she prefers the child's stuffy isn't taken away so this won't occur moving forward. Supervisors weren't aware he was taking the child's stuffy as a way to motivate or consequence the child.

Interview with director, Jessica Gomez and assistant director, Shayla Payne

Jess was made aware of the incident on Sunday, as she read a message through center's app from aunt. Shayla said she read message from aunt on Saturday morning and then notified Jess. Aunt had sent the message on Friday evening. B.G. didn't say anything about the incident to any supervisors.

Jess reviewed video and also reviewed video with aunt. Aunt asked that the child be moved to another classroom, so center moved child to another classroom that B.G. did not work in. B.G. will be written up and has a couple classes he will complete. They are classes that are about working with challenging behaviors in the classroom, big emotions, planning a safety and healthy learning environment. She has discussed taking away stuffed animals as not being appropriate. They have talked with aunt about other positive behavior plans, such as a sticker chart.

Special Notes and Action Required:

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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.

VIOLATION

The staff member was taking away a child's stuffed animal at nap time to motivate her to behavior. The staff stated he would take this comfort item away as a means of motivating the child during nap time when she wasn't listening or behaving in the manner that was desired. The staff grabbed the child's blanket from her in an attempt to get the stuffed animal, causing an injury to the child's arm. The child was observed to be crying and holding her arm after the incident.

This worker and HHS Moore met with Regional Director to continue discussing appropriate steps to ensure the safety of this child as well as all children attending the center. The center came up with a corrective action plan for this staff, including having an additional staff in the classroom, completing classes relative to managing challenging behaviors.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

06-20-2026