

CHILD CARE CENTER COMPLAINT

Name of Center:	The Tiger Den Inc	Enrollment:	41	License ID:	16178
Street:	2002 15th AVE	City:	Eldora	IA Zip Code:	50627
County:	Hardin				
Mailing Address:	2002 15th AVE				
Mailing City:	Eldora	IA Zip Code:	50627		
Director's Name:	Diane Bunger		Center Phone Number:	641-858-2273	
On-Site Supervisors:			E-Mail Address:	cjeske@heartofiowa.net thetigerden@heartofiowa.net	

Date of Complaint: 02-14-2025**Date of Visit:** 02-19-2025☒ 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 an employee of The Tiger Den center had punched a child resulting in a scratch mark on the eye and bruising on the neck.

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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A scheduled visit was made to The Tiger Den center on 02-19-25 where DHHS co-worker Carol Allen and I met with the center director Diane Bunger. Diane was informed of the complaint and she acknowledged that there had been a situation with the child identified in the complaint. Carol did show some pictures of injuries that had been found on the child including on the neck, and by the eye. Diane stated that the child had the marks on the neck when arriving at the center, and the mark on the eye was from the child swinging a backpack around while waiting for the school bus. Diane stated that the child can be very difficult with exhibiting extreme behaviors including physical acts such as throwing furniture, being defiant, and swearing. Diane stated that on the prior Friday the child was sitting on the window sill of the classroom and she told the child not to sit there and to please get up. Diane stated that the child began swearing, and swinging his backpack around and she was going to take it away when the bus arrived. Diane stated that she told the child to have a good day and the child said he was going to go to school and tell them that she hit him on the head. Carol did state that the child had been reported being hit on the head with some paper. Diane stated that she did have a piece of paper which had been folded in half and after the child had sworn at her she did tap it on his head and told him that was unacceptable. Diane did demonstrate what she had done showing a piece of paper folded in half on the short axis and a single tap on the top of the head stating it was no where near the child's eye.

Diane stated that typically she ignores much of the child's behavior as the child seems to "feed into it" when the behavior is confronted. Diane stated that if the child starts swearing she will say that is unacceptable. Diane stated that the center does use time out with the children sitting in a chair and a timer being set based on the age of the child. Diane stated that with the child identified in the complaint he will become defiant and fight her and never sit in the chair so she will ask him to go to a different area away from the other children to calm down. Diane identified that this is generally an area by the back door and different from where the other children do time out. Diane stated that if the child will not listen or respond when asking him to do that she will usually just walk off and let the child calm down.

When asked about other staff that were present at the time Diane identified that she was the only teacher present in the classroom with 8 children. It was noted that the center does have video surveillance cameras and when asked about reviewing video footage Diane stated that the cameras are not hooked up yet where they can record. I was able to review the child's file which had very limited information which included enrollment and contact information, a parental statement of health form for school age children, completed medication administration records, and a hand written note on notebook paper regarding an incident report.

We were able to speak to each of the other employees that work in the center serving the preschool and school age children. All provided consistent and credible statements. All confirmed that the general approach of the center is to use time-out for children that are having behavioral problems. Despite this all staff acknowledged using, or witnessing other staff using prohibited disciplines such as light slapping/tapping children on the hand or mouth, making derogatory comments such as "your a shithead" though not in a harsh manner when being frustrated, or using questionable practices with leading, carrying, and holding children when they are not responding when instructed to do timeout. All staff denied aware of a child having any kind of injury from any of the interactions. All staff stated that they have never seen a staff act in manner that they felt was aggressive, or abusive with a child.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.12(2)a-d which requires that the center shall have written policy on discipline of children which provides for positive guidance, with direction for resolving conflict and setting of limits and prohibits the use of corporal punishment including spanking, shaking, or slapping. Punishment which is humiliating or frightening or causes pain or discomfort. Punishment or threat of punishment associated with illness, toilet training, or food or rest. No child is subject to verbal abuse, threats, derogatory remarks about child or child's family. All staff provided consistent and credible statements that they have used and/or witnessed other staff use forms of prohibited punishment. This includes staff reporting having slapped/tapped children on the hand/mouth lightly and without force, Diane acknowledging tapping a child on the head with a piece of paper saying "unacceptable" in response to the child swearing, and staff having made comments such as "you're a shithead" when frustrated though not in a harsh or aggressive manner. Staff also report the use of lifting, carrying, and holding children when Despite the reports that these actions were not done in an aggressive or harsh manner that any staff thought a child would suffer any kind of injury or negative response they are still prohibited.

Special Notes and Action Required:

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This complaint is SUBSTANTIATED and the following actions are required and/or recommended. A full license will remain in effect.

REQUIRED:

1. The center will review the center discipline policies and provide training for staff regarding both prohibited forms of discipline, and appropriate discipline that will be utilized in the center. A service referral will be made to CCR&R to assist the center in developing a training plan regarding discipline for all staff.

RECOMMENDED:

1. While the center has policy and documents in place regarding obtaining information about children and their care needs when reviewing the child's file there was no information present despite reports of being aware of the child working with various services. The center should review and revise the enrollment documents and/or procedures to ensure that a specific request is made for response/treatment plans as appropriate for all children who have known, or suspected health or behavioral concerns.

2. While the center does have policy in place regarding incident reporting the documentation present in the reviewed child's file was limited and not on a specific form. Sample forms will be provided to the center and it is recommended that the center use, or find a similar option to document incidents, and review with staff the policies that incident reports are completed whenever there is any injury, significant behavioral acting out, or sexualized behavior.

Addendums:

- Addendum1: An update was received from Julia Green with CCR&R that she has met with the director and they have reviewed and updated policies with a complete rewrite and update of behavior management and guidance policies, in addition to other center policies. Child enrollment forms were also reviewed and revised.

They are working to address issues with the center's Training Registry account to allow them to be working on training for staff.

The center has been receptive to services and additional visits have been planned to continue to provide assistance.

This Addendum is approved by supervisor on 5/22/2025 1:54:37 PM

Consultant's Signature:

Ray Salsbury

Date:

02-26-2025