

CHILD CARE CENTER COMPLAINT

Name of Center:	Traditions Children's Center V, Bldg 100	Enrollment:	106	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:	Lindsey Swank and Keleigh Donaldson	E-Mail Address:	director@traditions5.com		

Date of Complaint: 02-20-2026**Date of Visit:**☐ 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:**

It was alleged that staff member TN (initials) aggressively picked up a three year old child by their arm, causing the child's arm to become dislocated, which resulted in the child requiring medical care and a cast to immobilize her arm while healing. This occurred the end of December 2025.

During the course of the above investigation, it was also alleged that the same staff member, TN, physically assaulted another three year old child by grabbing the child by the hands and throwing her onto her cot, pinching the child's mouth closed, and then throwing the child again when the child did not want to take a nap on their cot. This occurred three or four weeks prior from 3/3/24 so sometime in February.

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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On 2/20/26, this consultant and HHS worker, Raechel Brooke, made an unannounced visit to the center. This consultant explained the reported concerns. On 12/22/25, there was a written incident/accident report in the child's file in relation to the initial reported concerns where the child's arm became dislocated while in staff member, TN's, care. It was learned that the child has had this condition before, but that all staff were aware of this and were to provide extra care/attention with the child while picking the child up and/or taking the child by the hand. Kathy stated she has had to talk to TN several times over the course of her employment about voice tones and being loud and yelling at children.

Brooke and this consultant then interviewed staff members KD (by phone), AR, and NQ in the director's office as they were all staff who were present at the time of the above injury in some capacity or had first-hand knowledge of the incident. KD was the staff who looked the child over after the alleged incident and stated the child initially was moving their arm, but wasn't later in the day. All staff members interviewed stated they had concerns with TN because she frequently would raise her voice to yell at children and was rough with children (grabbing them forcefully). Staff members were concerned that TN had anger issues and was overwhelmed while at work. Staff stated they also reminded TN that she needed to be careful with the child because of her past arm condition. On the day of the incident, the child was having some behaviors and not listening and didn't want to leave the classroom she was in to go to another classroom. TN was observed grabbing the child by the arm and physically removing her from the current classroom to go to another classroom.

After these interviews, it was recommended that TN be put on leave pending the outcome of this investigation. Kathy confirmed TN would be placed on leave.

On 3/3/26, HHS worker Brooke and Johnston Police Detective, Stephanie Braun, went back out to the center to again interview staff as there were now criminal charges pending. Within the course of those interviews, it was learned that roughly three or four weeks prior to this date, there was another incident with TN where she was forcefully throwing a child down on a cot a few times and allegedly pinching a child's mouth closed. There were no reported injuries to the child, but the child was visibly upset. The child also was either put in the restroom by TN or went there willingly on her own and stayed in the classroom restroom.

On 3/18/26, TN was interviewed at the HHS Riverplace Office. Det. Braun led the interview questioning. TN admitted to grabbing the child for the first concern by the arm and learning that it was later dislocated. As for the second child concern, TN stated that child was not listening when she was trying to get the child off of the cot. TN stated the child just stayed in the restroom crying.

Throughout the course of the investigations, it was also learned that TN picked up some criminal charges for things that happened outside of the child care center and her employment. TN stated she didn't inform the center as she was waiting for the right time to tell the director. TN stated another staff told the director about these criminal charges.

Based on interviews and paperwork reviewed, there is sufficient evidence that the center is in non-compliance based on TN's actions. 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 staff member who did these two things is no longer employed at the center.

On 3/10/26, the director, Kathy Oliver, informed this consultant that she had an all staff meeting the evening of 3/9/26. Things that were discussed included the need for more thorough incident/accident report writing and Mandatory Reporting (when in doubt, call it in, but need to report).

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.

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Consultant's Signature:

Nate Knepper

Date:

04-02-2026