

CHILD CARE CENTER COMPLAINT

Name of Center: Sugarbabys Childcare	Enrollment: 16	License ID: 51633
Street: 915 W 4th ST	City: Waterloo	IA Zip Code: 50702
County: Black Hawk		
Mailing Address: 915 W 4th ST		
Mailing City: Waterloo	IA Zip Code: 50702	
Director's Name: Renita Johnson	Center Phone Number: 319-429-9217	
On-Site Supervisors: Renita Johnson	E-Mail Address: sugarbabychildcare@gmail.com	

Date of Complaint: 11-12-2025**Date of Visit:** 11-13-2025
☐ 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:**

On 11/12/25 a concern was reported regarding Sugarbaby's Childcare in Waterloo. It is alleged that on 11/11/25 a staff member (QH) dragged a child across the floor resulting in a rug burn on the left side of the child's back.

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:

It should be noted that I was on medical leave when this complaint came in. The information in this report was obtained from Jill Buhrow from the Department of Health and Human Services.

On 11/13/25 at 1:00 pm Ms. Buhrow and Officer DePriest from the Waterloo Police Department arrived at the child care center. We spoke with Director Ranita Johnson, who was also the owner. She verified she was aware of the incident, however, was not working at the time when it occurred; staff member Q.H. was working and completed a critical incident report. Ms. Johnson shared her understanding of the situation; that her staff was playing with the child, dragging the child back and forth on the carpet when the child got hurt. Ms. Buhrow asked for a copy of the incident report, which was provided. In summary, the report documented that the child was injured. The "classroom" box was marked to indicate where the incident occurred. No box was checked to indicate the "cause of injury". Q.H. documented the child "was playing with me (Q.H.) and I pulled the child by the leg on the carpet and about ten minutes later the child was crying saying their back hurt. I looked, and the child had carpet burns on their back". In box stating what first aid or treatment was given on site it was documented "yes cleaned and put band-aid on and Q.H. was the one who administered first aid or treatment". It was signed by Q.H. and dated 10/11/25. The mother signed with a different color pen.

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Ms. Buhrow then had Q.H. come into the office to speak with Ms. Buhrow and the officer. She demonstrated how she was playing with the child. Q.H. indicated she held both of the child's legs with her hands and was dragging the child back and forth in a zig zag motion down the hallway. Ms. Buhrow questioned if it was the hallway or the classroom as the critical incident indicated the classroom. Q.H. verified it was in the hallway. Q.H. shared that after a bit of "playing", the child started to complain of the back hurting. Q.H. said she cleaned it and put a band-aid on it. Ms. Buhrow asked how many band-aids she used. She stated "one". Ms. Buhrow asked if any other children were "playing and being dragged by staff" and Q.H. stated "no".

Ms. Buhrow asked Ms. Johnson what time this incident occurred. She believed it was around 10:45 AM. Ms. Buhrow asked if there was a video, and she denied there was. Ms. Buhrow asked if there were any other adults who witnessed the incident. There were two UNI interns also working that day. Ms. Buhrow asked the director for their contact information.

Ms. Johnson stated the child's father came in the following day, with the child's grandmother, and was upset. They were asking questions. Ms. Johnson stated she watched the video of the child's injury and indicated if it were her daughter, she would take her to the doctor.

On 11/13/25 at 3:15 pm Ms. Buhrow met with the family and took pictures of the injuries. In the pictures two quarter size rug burns were visible, a little over an inch apart. About 4 inches from each other on the back left side, below and to the right was another mark, about the size of a quarter. Another quarter sized bruise was observed between the rug burns, and a smaller dime size bruise in the middle of the child's back.

Ms. Buhrow received written statements from two UNI students.

Ms. Buhrow received a statement from K.M., a UNI intern. In summary, she said she arrived at the daycare around 9:30 am. At 10:30 am, another staff member took other children outside to play until 11:00 am. The other intern and herself assisted in supervising the children outside during play time. After that, K.M. said the other intern and herself went into a separate classroom to complete assignments related to the internship. During that time, the doors were open to all classrooms. She stated she could hear communication but could not see into the other classrooms. She could not recall the specific time, but she stated Ms. Q.H. had the 3 and 4-year-old go to the bathroom to wash their hands and get ready for lunch. At that time the student, a student of Q.H.'s room, came out and laid in front of the classroom where K.M. was doing her assignment. The child was described as lying on their stomach, talking to them (the interns). K.M. then heard Q.H. asking the child to return to the classroom for lunch, but the child did not get up. Q.H. went over to the child, grabbed their foot, and dragged them across the floor. K.M. stated she was unsure how far Q.H. dragged the child, but it would have been at most "a couple feet". She also described another student who came to the door a little before Q.H. took the child but Q.H. didn't come back for that child or drag the student; she only verbally told them to come to the class for lunch after she had taken the child in question to the classroom. K.M. recalled "hearing a student crying in the 3 and 4 year old classroom. She indicated she could tell it was the child in question crying based on her knowledge of the students and how they sounded. She stated she didn't connect that the child was hurt but thought she sounded like she was upset about something. She also stated later hearing Q.H. asking the child something along the lines of "Why are you STILL crying?" K.M. reported leaving the daycare around 11:30 am.

Ms. Buhrow received a statement from A.T., a UNI intern. In summary, she reported completing 34 hours of her internship at Sugarbaby's Childcare by November 13, 2025. That day they were there from 9:30 to 11:30 am. She explained she and the other intern went into another room to finish some homework for their internship. She heard the 3 year olds being told to wash their hands by Q.H. At that same time, the child came to lay down in the doorway of the room she and the other intern were in. A.T. stated the child started asking questions such as "what are you doing?" Q.H. asked her to come back to the room. The child did not get up so Q.H. grabbed the child by the feet and drug them away. A.T. was not sure of the distance the child was dragged. Q.H. told another student to come back to the classroom as well, but when that child didn't listen, she let that child go. A.T. recalled hearing some crying from the room but was unsure which child was crying.

On 12/03/25 I had a collateral phone contact with Jill Buhrow from the Department of Health and Human Services after returning from medical leave. She updated me on information she received regarding the reported concerns. It was determined that the incident was not a form of play but rather a form of discipline.

Special Notes and Action Required:

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109.12(2)a-e. Discipline does not allow for corporal punishment; punishment that causes humiliation, fear, pain or discomfort. Discipline does not allow for punishment or threat of punishment associated with a child's illness, lack of progress in toilet training, or in connection with food or rest. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. VIOLATED. Q.H. admitted to dragging the child on the carpet but said it was in play. Through additional collateral contacts Ms. Buhrow determined the act of dragging of the child was indeed an act of discipline and not play.

Currently, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

Consultant's Signature:

Becky Frost

Date:

12-22-2025