

CHILD CARE CENTER COMPLAINT

Name of Center:	Grandma's House Daycare	Enrollment:	99	License ID:	3057
Street:	1335 E Washington ST	City:	Clarinda	IA Zip Code:	51632
County:	Page				
Mailing Address:	1335 E Washington ST				
Mailing City:	Clarinda	IA Zip Code:	51632		
Director's Name:	Morgan Sams	Center Phone Number:	712-542-5502		
On-Site Supervisors:	E-Mail Address: Morgan.Sams@ghdc-clarinda.org				

Date of Complaint: 03-20-2026**Date of Visit:** 03-22-2026☐ 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:**

It was reported that on 3/20/26, staff member M.F. picked up a one-year-old boy by his arms and sat him up when he was having a tantrum. He would lie down then M.F. would repeatedly sit him up every time he laid down. The boy had bruises on both of his upper arms due to this.

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 3/20/26, I spoke with Morgan Sams, Director at Grandma's House Daycare. There was an incident that occurred with a staff member, M.F. A one-year-old boy had bruises on his arms that seemed likely to be caused by staff member, M.F. M.F. brought the bruising to Morgan's attention and said the bruises weren't there when he arrived in the morning. M.F. did not provide an explanation for how he received the bruising and did not accept any responsibility. Morgan called the mother who verified the bruising wasn't there in the morning. Morgan sent M.F. on break and then told her not to return for the day. The father took the child to the doctor and was told it looked consistent with physical abuse but could not pinpoint an exact time. All parties watched the video. M.F. was later terminated.

I was able to watch the video of the incident. The child was put in timeout. He was sitting on the floor in the classroom. The timeout lasted approximately six minutes. He was sitting down and would slump over and lay down. M.F. continued to sit him upright by forcefully grabbing his arms. Another staff member entered the room and was present for approximately 2-3 minutes addressing another child's behaviors but did not intervene or recognize the child was being handled forcefully.

My coworker was able to talk to Dr. Koepfel's nurse, Amy, who confirmed that Asher was seen in the doctor's office earlier on this date and presented with bruising. There was a cluster of four linear bruises that are bilateral to the child's upper arm.

On 3/22/26, my coworker was able to meet with the child and his parents. The family is planning on returning the child to daycare as they feel the concerns have been addressed adequately by the center.

Because M.F. didn't follow protocols for discipline, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.12(2) AS IT PERTAINS TO DISCIPLINE OF CHILDREN.

Special Notes and Action Required:

Morgan Sams handled the situation appropriately. She initially sent M.F. on break while she investigated the situation and then told her not to return after her break. M.F. was later terminated when it was determined M.F. caused the bruising on the child's arms. Morgan reported that at the next staff meeting they will have a mental health therapist come in and talk with staff about burnout. Most of the staff have already had PBIS training, but Morgan wants to find another positive reinforcement training course. Morgan talked with CCR&R who will be assisting in locating a positive reinforcement training course. The week following the incident, a staff meeting was held in which they went over the duties of a mandatory reporter. Some staff were worried about leaving injuries on a child and they discussed it is best to gently move a child away from a situation and not put hands on the child if they are having a tantrum.

Consultant's Signature:

Tausha Bottorff

Date:

04-21-2026