

CHILD CARE CENTER COMPLAINT

Name of Center:	Hancock County Learning Center	Enrollment:	44	License ID:	51393
Street:	110 5th St NW	City:	Britt	IA Zip Code:	50423
County:	Hancock				
Mailing Address:	110 5th ST NW				
Mailing City:	Britt	IA Zip Code:	50423		
Director's Name:	Noland Stewart	Center Phone Number:	641-843-0166		
On-Site Supervisors:	E-Mail Address: hclcdirector@gmail.com				

Date of Complaint: 03-07-2025**Date of Visit:** 03-10-2025☐ 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 staff of the Hancock County Learning Center had been putting a 5 year old child into a highchair as a form of restraint when doing time out for discipline to prevent the child from getting up.

Licensing Rules Relevant to the Complaint:

109.12(2)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training.

Inspection Findings:

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An unannounced visit was made to the Hancock County Learning Center on 03-10-25 where I met with center director Noland Stewart. Noland was informed of the complaint and stated he was aware of the situation. Noland stated that he was completing a written internal investigation report regarding the incident and response of the center. A copy of that report, the written statements completed by the staff who had been present in the classroom, and the center discipline policies were provided. I was also able to speak to the staff who had been present.

All parties provided consistent and credible statements acknowledging that there was an incident on 03-07-25 where an employee (DM), had placed a 5 year old child in a high chair as a form of discipline after the child had refused to comply with staff direction to stop antagonizing peers, and to help with picking-up toys. The child then escalated with throwing toys and other items, and also struck a staff when attempting to put the child in time out. All parties agree that the staff member did put the child in a high chair that was in the classroom and did buckle the strap to prevent the child from getting out of the high chair. Noland did identify that the high chair is present in that area due to that space being used for combined programming at times such as the start and end of the day and to provide a place for younger children to eat. All parties acknowledged that the highchair was not intended for the age or weight of the child, nor for the purpose it was used for.

In reviewing administrative records it was noted that the center does have written policies regarding child behavior both in how staff will respond to behavior regarding discipline, and how the center will respond to situations of chronic or extreme behavior. The center policies regarding Discipline identify that staff will talk to the child(ren) and remind them of acceptable behaviors, speak with them about why their behavior was unacceptable, and removed to an area designated for breaks from the other children but within full view and given something else to do. The child may also be removed from the classroom and placed in a chair for an appropriate amount of time based on the child age and the situation. For children that are endangering themselves or others, or disregarding repeated attempts to correct behavior the parents will be given an incident report. The center also has policies regarding how administration will respond to those situations with communicating with parents to develop plans to address behavior including options to dis-enroll a child.

In reviewing the employee file for the employee identified in the complaint it was noted that the file had all required information. With regard to training it was noted that the employee was still within the first 90 days of employment and working to obtain all required training. Documentation was present that the employee had received orientation regarding the center Standards of Behavior & Protocol. In speaking to DM she did acknowledge that she should not have put the child in the high chair. DM did identify that much of her training on how to respond to children was learned from being in the classroom, and from watching/working/talking with other staff. DM did state that one of the other teachers had also used the high chair for time out with a child.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.12(2)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training. All parties agree that an employee did use a high chair with a 5 year child as a restraint system for time out as discipline for the child's behavior.

Special Notes and Action Required:

This complaint is SUBSTANTIATED for violation of the identified licensing standard. The center director has responded appropriately to the issue. A full license will remain in effect. The following actions are required and/or recommended.

REQUIRED:

1. The center will retrain all staff regarding both center policy related to child discipline, and discipline that is prohibited by Licensing Standards. The center will maintain documentation of staff acknowledgement of training.

RECOMMENDED:

1. A service referral will be made to Child Care Resource and Referral to assist the center with identifying a behavior management system training that could be implemented centerwide.

Consultant's Signature:

Ray Salsbury

Date:

03-14-2025