Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: New Creations Child Care & Learning Ctr at EP True **Enrollment:** 53 **License ID:** 52267

Street: 3424 EP True PKWY **City:** West Des Moines **IA** **Zip Code:** 50265 **County:** Polk

Mailing Address: 3424 EP True PKWY

Mailing City: West Des Moines **IA** **Zip Code:** 50265

Director's Name: Halie Darrow and Cambria Morris **Center Phone Number:** 515-415-4400

On-Site Supervisors: Mikala Woolcott **E-Mail Address:** waukee@newcreationschildcare.com cambria.morris@newcreationschildcare.com

Date of Complaint: 01-02-2024 **Date of Visit:** 01-11-2024

[X] Scheduled **[ ]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

It is alleged that on 12/28/2023, ES (Daycare Staff) grabbed a three year old child off of a shelf he was standing on resulting in the child sustaining bruises on both arms.

Licensing Rules Relevant to the Complaint:

109.12(2)a Center does not use corporal punishment including spanking, shaking, or slapping.

Inspection Findings:

The regional director, Cambria Morris, reached out to this consultant via email on the afternoon of 12/29/23 about this situation. This consultant learned that the staff person in question, ES (initials) had also then been terminated after an initial internal center investigation. This consultant became aware of this situation and follow up already completed when returning to work on 1/2/24.

On 1/11/24, this consultant, along with HHS worker Raechel Brooke, and West Des Moines Police Detective Becker interviewed ES at the West Des Moines Police Station. ES stated he observed from across the room the child in question climbing up a book shelf and so he ran over and grabbed the child to bring him down off the bookshelf. ES stated he was in the gym by himself with 10 children. However, the bruising/injuries/healing process on both child's arms indicated more force was involved with the grabbing of the child's arms that was ES was indicating happened. There are no cameras in the actual classroom. ES admitted that at times, he could become frustrated with children and parents.

This consultant later that same day, went to the center and observed the indoor gym area where the bookshelf was located and spoke to the director and the on-site supervisor at this location. The bookshelf was bolted securely to the wall. ES was described as a good employee, however, it was noted that there had been a few times he had lost his temper but it was explained to this consultant that was more directed at staff and parents. A follow - up interview at the center revealed that ES would also at times become frustrated with children, but not to the same level that lead to this complaint.

The center self-reported this issue and ES is no longer working at the center and hasn't been since the center first learned of the concerns. The center was fully cooperative with this investigation. However, because of ES's actions and use of inappropriate discipline, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.12(2)A

Special Notes and Action Required:

No further action is being taken at this time as it pertains to the center's license. The center self-reported the concern and the staff member is no longer employed at the center.

The regional director, Cambria Morris, and this consultant had another phone conversation at the conclusion of this investigation. Cambria informed this consultant that on February 19th, their three centers in the Des Moines area are closed so that staff can have a professional development day for annual training. The plan is to also review the discipline policy the centers have in place, which includes appropriate forms of discipline to use with children and also cover what are not forms of appropriate discipline.

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 nkneppe@dhs.state.ia.us 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.

Consultant's Signature:

Nathan Knepper

Date:

01-30-2024