Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: VGM Child Care Center **Enrollment:** 53 **License ID:** 52352

Street: 1111 Van Miller Wy **City:** Waterloo **IA** **Zip Code:** 50701 **County:** Black Hawk

Mailing Address: 1026 E Seerley BLVD

Mailing City: Cedar Falls **IA** **Zip Code:** 50613

Director's Name: Jay Mattson **Center Phone Number:** 319-824-4214

On-Site Supervisors: Amy Junkins **E-Mail Address:** admined@cuccc.org

Date of Complaint: 10-23-2025 **Date of Visit:** 10-24-2025

[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:

On 10/23/25 a concern was reported regarding VGM Child Care Center in Waterloo. It is alleged on 10/23/25 a three year old child was forcefully grabbed on the face by staff member SB.

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:

CHILD CARE CENTER COMPLAINT

On 10/23/25 I received an email from Amy Junkins, the interim on-site supervisor for VGM. Ms. Junkins states she investigated an incident involving a three year old child being forcefully grabbed on the face.

On 10/24/25 I had a collateral email contact with Tawna Gross from the Department of Health and Human Services. Arrangements were made for a joint visit to the center on this date.

On 10/24/25 at 1:00 pm I made an announced visit to VGM Child Care Center in Waterloo with Tawna Gross from the Department of Health and Human Services. We met with Amy Junkins, the interim on-site supervisor for the program. Ms. Junkins states the reported incident occurred at approximately 11:42 am and she was asked to leave the center by 12:30 pm.

Ms. Junkins states AW was in the classroom putting out cots and saw the incident involving SB out of the corner of her eye. She called down to the front desk and then it was brought to Ms. Junkins attention and she immediately investigated the incident and reviewed the cameras. Ms. Junkins states she called the child's grandmother right away and informed her of the incident. The grandmother was upset but put at ease because SB would no longer have contact with the child.

Ms. Gross and I watched the video of the reported incident. Ms. Junkins states SB was in the Owl Cove room covering for a break. The children had just returned from the motor room and were being given water. The child threw the water bottle so SB took the bottle away and the child started crying.

In the video the child is seen throwing the water bowl and SB took the bottle away. The child started to cry. SB came back to the table and grabbed the child by both cheeks aggressively and then puts one of her hands over the child's mouth and nose. It was very aggressive and shocking to witness on the video. The child continues to cry. SB then aggressively picks the child up under both arms and carries the child over to a different area in the room to sit. The child did not receive injuries.

AW was interviewed. AW states she was in the Owl room yesterday. SB was breaking for her and the children were sitting at the table when AW returned to the room. AW started putting out cots and she heard the child crying. She heard SB tell the child they needed to stop crying. She states she then saw SB out of the corner of her eye grab the child by her face and mouth. AW states she asked the child why she was crying and SB replied that the child was fine and that she had just yelled at the child. AW states she waited until SB left the room and she called the front desk and told her what she thought she had seen.

AW states she does not like how SB yells at the children. She states it is not a normal yell and it is not okay because those are not her children. The child in question was okay after SB left the room.

Ms. Junkins provided us with written statements from AW and SB.

In SB's statement she admitted that she grabbed the child's face and wrote that she did this so the child would look at her. She told the child she was done (crying). SB said she had zero intentions of hurting the child. SB states, "I understand the physicality was too far". She went on to say she picked the child up and moved her to a different part of the room, "which is at least a better option than what I first did".

SB is no longer employed by the center.

Special Notes and Action Required:

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. The staff member aggressively grabbed the child with a hand on each cheek and then used one hand to cover the child's mouth and nose. She did this because the child was crying. This was observed on the video recording of the incident.

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: **Date:**

Becky Frost 12-01-2025