

CHILD CARE CENTER COMPLAINT

Name of Center:	Principal Child Development Center	Enrollment:	1	License ID:	28289
Street:	801 Park St	City:	Des Moines	IA Zip Code:	50309
County:	Polk				
Mailing Address:	801 Park St				
Mailing City:	Des Moines	IA Zip Code:	50309		
Director's Name:	Ashley Jenkins	Center Phone Number:	515-235-5555		
On-Site Supervisors:	Rachael Mielke	E-Mail Address:	pcdc@brighthorizons.com		

Date of Complaint: 04-30-2026**Date of Visit:** 05-01-2026☐ 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 is alleged that during the week of 4/27/26, a child (age 2) was observed with what appear to be bruises resulting from non accidental contact with the child's left forearm.

It is alleged staff are picking children up by one arm or both arms extended and lifting the children over a half wall in the center.

Licensing Rules Relevant to the Complaint:

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

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 5/1/26, I visited the Principal Child Development Center unannounced with additional HHS staff. There were interviews conducted with the director and staff members that have cared for the child (age 2). The consensus of staff interviews indicated that the child has gone between two same-age classrooms. The staff interviews indicated while there is observation of a bruise on the child, a cause or specific time of the injury is unknown. Some staff presented concerns that other staff had "grabbed" the children by one hand or one wrist or with two hands and lifting. Information provided in the interviews indicated that several staff members had lifted children by their wrists and over a half-wall in the classroom instead of opening the door to the room; or lifting the child with their wrists/hands over the internal enclosure fence located on the playground. Staff interviews also indicated that the center policy for lifting a child is to lift under the child's arm and lift no further than the adult waist. Staff did not indicate recollection of any emergent situations where they grabbed a child or observed another staff grab a child to prevent further injury.

Staff interviewed were able to described training and policies that are contrary to lifting a child by the child's wrists/hands/arms.

Discussion with the director took place that re-training staff with the policy-based practice, i.e. two hands, under the child's armpits and not over a half-wall or over the enclosure fence/barrier. The director and other administrative staff will be doing more frequent "drop-ins" in this room as well. There is not electric monitoring in the classrooms.

5/11/26--I returned to the center to interview another teacher along with another HHS staff. The staff confirmed the center policy of lifting children under arm pits. The staff did not have a recollection of inappropriately lifting children nor witnessing other staff lift or otherwise have physical contact with the child (age 2) or that an injury occurred.

Through interviews with staff and administrative staff, there is NOT sufficient information that the bruising observed on the child was non accidental, nor when this injury occurred or who was the caretaker when the injury (bruising) was incurred. There is NOT sufficient evidence that a licensing violation per Iowa Code 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.

The staff and administrative were interviewed separately and the consensus indicates that some staff had been lifting children by the wrist or wrists, by one arm or both. The center policy is to avoid unnecessary lifting of the children, and when lifting to do so by lifting the child under the child's armpits with both staff hands and no higher than staff's waist/hip. Staff interviews indicated there had not been an emergent situation that required a quick reaction by staff to prevent further injury to the child. There is significant information that several staff have lifted children contrary to center policy and that a licensing violation has occurred under Iowa Code 109.10(14)a . Staff shall provide careful supervision.

Special Notes and Action Required:

The director and administrative staff indicated that re-training of proper lifting of children would be provided for all staff at May 2026 staff development meeting. The director acknowledged the center policy is to avoid lifting children as a means of correcting children. The center policy when lifting children is to do so under the child's armpits with both staff hands and not above the waist/hip area.

Additional recommendations were to address with all staff actively observing any child's condition upon arrival to the center.

No further actions at this time.

Consultant's Signature:

Maggie Gibson, SWIV

Date:

05-26-2026