

CHILD CARE CENTER COMPLAINT

Name of Center: Yellow Brick Road ECDC - Norwalk	Enrollment: 134	License ID: 51820
Street: 2201 Sunset DR	City: Norwalk	IA Zip Code: 50211
County: Warren		
Mailing Address: 756 9th ST		
Mailing City: Des Moines	IA Zip Code: 50309	
Director's Name: Jessica Lopez	Center Phone Number: 515-981-0089	
On-Site Supervisors:	E-Mail Address: Kylie.Schrader@ybrecdc.org	

Date of Complaint: 09-04-2025**Date of Visit:** 09-04-2025
☐ 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:**

Concerns reported that a staff member grabbed a three year old several times in a forceful manner, causing several bruises on the child's arm on 9/3/25.

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:

9/3/25 Email from Kacie Harms, Regional Director. Kacie informed this worker about reported concerns. Kacie stated the staff involved had been terminated from employment. Kacie sent relevant paperwork associated with the incident also.

9/4/25 Sent email to Kacie Harms.

9/4/25 Sent email to HHS Martin, who is also involved in the assessment.

9/4/25 Message from HHS Martin.

9/8/25 Sent email to Kacie Harms and Jessica Lopez, director.

9/9/25 Communication with HHS Martin.

Special Notes and Action Required:

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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.

VIOLATION

HHS Martin went to the daycare. HHS Martin watched a video which showed a staff member, D.G. repeatedly grabbed the child on her arms. The child has bruising on her arms, consistent with a grab mark. The bruises are in the shape of a line, approximately one and a half to two inches long. The center's administration also watched the video and observed the staff member grabbing the child's arm. The center's administration talked to this staff member and terminated her from employment as a result.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

10-02-2025