Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Garnavillo Community Day Care **Enrollment:** 84 **License ID:** 19202

Street: 205 W Watson St **City:** Garnavillo **IA** **Zip Code:** 52049 **County:** Clayton

Mailing Address: PO Box 58

Mailing City: Garnavillo **IA** **Zip Code:** 52049

Director's Name: Kaitlyn Ziegenfuss **Center Phone Number:** 563-964-9333

On-Site Supervisors: Amanda Draper **E-Mail Address:** garnavillo.daycare205@gmail.com

Date of Complaint: 04-20-2026 **Date of Visit:** 04-21-2026

[ ] Scheduled **[X]** 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 04/20/26 a concern was reported regarding Garnavillo Community Day Care. It was reported that on 04/17/26 a staff member, AM, slammed a three-year-old child onto the floor causing the child to hit her head. The child was pushed with enough force that it would most likely cause an injury.

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:

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On 04/20/26 I had a collateral phone contact with John Ellingson from the Department of Health and Human Services. Arrangements were made for a joint visit to the childcare center on 04/21/26.

On 04/21/26 I met John Ellingson from the Department of Health and Human Services at Garnavillo Community Day Care. We met with Kaitlyn Ziegenfuss, the director. Ms. Ziegenfuss states AM has been employed by the center since April 2023. They have not had previous concerns. Ms. Ziegenfuss states she has never even heard AM raise her voice to a child and if she is feeling frustrated, she asks Ms. Ziegenfuss for help. Ms. Ziegenfuss states she was not working on the day of the incident so she does not know if AM did not feel comfortable asking for help from another worker. AM is not currently in work status.

Mr. Ellingson and I reviewed the video recording of the incident. We observed two incidents within a couple minutes of one another. During the first incident, the child was carrying a chair and AM takes the chair away from the child. AM then pulls the child by both of her arms and tosses her off to the side onto a thin rug. The child stands up right away and continues playing.

Approximately two minutes later the child is running around the room and then sits at a table and AM takes away her chair. AM then grabs the child by one of her arms and pulls her to the rug and tosses her down. The child is again tossed on the thin rug. AM walks away initially, but then immediately goes back to the rug and puts the child on her lap and comforts her.

Ms. Ziegenfuss states they typically have two staff members in the classroom, but a staff member called in sick. The room was in ratio. AM was visibly frustrated on the video. The child did not receive any injuries.

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 did physically grab and toss the child on two separate occasions on the same date. Staff members cannot place their hands on children for discipline.

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:

Becky Frost

Date:

05-18-2026