Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Community United Child Care Centers-Westridge **Enrollment:** 149 **License ID:** 22648

Street: 3610 Ansborough Ave **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:** 319-234-5920

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

Date of Complaint: 10-11-2023 **Date of Visit:** 10-12-2023

[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 10/11/23 a concern was received regarding CUCCC-Westridge in Waterloo. It is reported that a staff member, Ashley A., grabbed a child's arms and carried him approximately ten feet or longer causing bruising on his arms. This occurred on 10/10/23.

Licensing Rules Relevant to the Complaint:

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

109.12(2)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training.

Inspection Findings:

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On 10/11/23 I received an email from Amy Junkins, the on-site supervisor for- CUCCC-Westridge in Waterloo. Ms. Junkins informed me she reviewed video footage of the room in question and a staff member, Ashley A., was observed grabbing a child by both arms and carrying the child for approximately ten feet or more across the room. The parents reported they noticed bruising on both of the child's upper arms the night of 10/10/23.

On 10/11/23 I made a collateral contact with Lauren Morris from the Department of Health and Human Services. Arrangements were made for an announced joint visit to the center on 10/12/23.

On 10/12/23 I made an announced visit to CUCCC-Westridge with Lauren Morris from the Department of Health and Human Services. We met with Amy Junkins, the on-site supervisor and Holli Dittmer, Education Director for CUCCC. Nikki Pfalzgraf, the assistant program director for the center, was also present. The parents of the child and a Waterloo Police officer also joined us at the center.

Ms. Junkins indicated Ashley A. is no longer employed at the center following the center's investigation into the matter.

We watched the video footage from the incident that occurred on 11/10/23. The staff member (Ashley A.) grabbed the child's right forearm- and pulled him from one side of the rug to the other side of the rug for kicking a table. She is then seen grabbing the child by both arms near his shoulders. She was facing the child and carried him over near the cubbies. Two times while the child was sitting near the cubbies and moving around, the same staff member picked the child up and forcibly set him back down by the cubbies. The staff member then roughly picked the child up and carried him across the room and set him in the "calm corner" in the room. While carrying the child she appeared to start with the child facing her and then flipped him around so he was facing away from her. The way the staff member interacted with the child was excessively forceful and is a violation of the discipline licensing standard.

Ms. Junkins states prior to the incident we witnessed on video there was an incident in which the child in question was kicking teachers. The child kicked Ashley on her sore foot that she was wearing a boot on. Ms. Junkins states the called her for assistance. She was in the middle of something and told the teachers she would be down to the room in a little bit. The reported concern happened after she was called. Ms. Junkins states she did go to the room and bring the child to the office. Ms. Junkins states she did not know about Ashley grabbing the child when she brought him to the office and she did not see any marks because he was wearing long sleeves.

The parents of the child were interviewed. The father reported that the child told him right away when he picked the child up from the center that a teacher hurt him. The father said he did not believe the child. He took the child home and the marks on both arms were observed when they gave the child a bath. The father said when he picked his child up the teacher was still visibly upset/annoyed. Ashley had him sign an incident report for kicking her but did not mention anything about how she handled him.

The mother states at about 7:30 pm they noticed fingerprint marks on the child's arms. The marks on the right arm were worse than those on the left arm. They shared pictures they had taken of the marks.

The mother said the child has attended the center since he was an infant and they have never had concerns. The teachers in the room when this occurred are not the same teachers who are typically in the room. The next morning, they came to the center and met with Ms. Junkins and shared their concerns. They could tell she was taking their concerns seriously. She watched the video and followed up with the parents. Both parents were very impressed on how the center handled the situation.

Elizabeth V. was interviewed. She was the second staff member in the room the day of the incident. Elizabeth states it was their movie day and the children were watching a movie. The child was kicking a table and someone moved him to the other side of the rug, She could not remember who because she was dealing with a couple other children who were running around the room. Elizabeth states the child continued to kick and Ashley A. walked over to him and he kicked her on the boot on her foot. Ashley indicated it hurt. Elizabeth states she knows Ashley moved the child from the rug to the coat rack. She remembers a forceful grab. She saw the child "jolt". She did not notice her carry him away from the coat rack to the calm down couch. Elizabeth states they called Ms. Junkins for help after the child was moved away from kicking the table to the other side of the rug.

Special Notes and Action Required:

109.12(2)a-d. 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 video recording of the reported incident was reviewed. The way the staff member interacted with the child was excessively forceful and is a violation of the discipline licensing standard.

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:

Rebecca Frost

Date:

11-09-2023