

CHILD CARE CENTER COMPLAINT

Name of Center: Richardson Head Start	Enrollment: 16	License ID: 21182
Street: 1020 34th St	City: Fort Madison	IA Zip Code: 52627 County: Lee
Mailing Address: 2850 Mt Pleasant St Ste 108		
Mailing City: Burlington	IA Zip Code: 52601	
Director's Name: Matthew LeClere	Center Phone Number: 319-372-2038	
On-Site Supervisors: Malorie Lopez	E-Mail Address: matthew.leclere@caofseia.org	

Date of Complaint: 04-23-2026 **Date of Visit:** 04-23-2026

☐ 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

S.H. (daycare center staff) spanked a 2 year old with an open hand on his buttocks and grabbed him by his face and squeezed it. He was not injured.

Licensing Rules Relevant to the Complaint:

109.10(8) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes: Minor injuries. Minor changes in health status. Minor behavioral concerns. Incidents resulting in injury to a child. Shall be verbally notified immediately when there is: A serious injury to a child. An incident resulting in a significant change in health status. An incident includes the child being involved in inappropriate, sexually acting out behavior. A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file. Serious injuries and deaths must be reported to the Department within 24 hours.

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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The determination of this report was made by a review of training records and criminal background checks (state and federal), interviews with other classroom staff and a short and with OSS Lopez and Matt LeClere. HHS also interviewed parent of the child, who heard this from another parent.

Head Start main office in Burlington provided training record and background check information. S.H had all requirements. She has been employed at the center since January.

HHS interviewed Brittany H. who works in the room with Susan on 4/24/26. She indicated S.H patted him on the bottom with the back of her hand. She stated S.H. would grab children's chin at times with one hand to have the children look at her. She also observed S.H. hit a child with the back of a hard backed book. She stated she hit him across the face with the back cover of the book when it was open (not the whole book). She stated it was loud enough she could hear the back of the book hit the child. She stated she reported this to OSS Lopez. I also talked with Sarah J. who floated in and out of the room and is occasionally a sub. She did not see any concerning behaviors with Susan. We discussed the importance of incident reports and why. Both staff stated they have not been writing incident reports this year. Incident reports were printed and placed in the Early Head Start program on 4/24/26.

HHS interviewed S.H. She stated she's moved out of state. She indicated children and staff were constantly ill. She stated she started in late January and tested positive for covid, rsv, the flu, and bronchitis the past 3 months. She stated she didn't have enough training regarding behavior management. She indicated she was getting frustrated with lack of staffing, training and illness. She stated she addressed these issues with OSS Lopez and has been written up. She said the turnover was high and employees were not able to be trained correctly due to the turnover. She indicated she has subbed in 5 different locations in the short time she was employed. She denied holding children by the face. She stated she did rip a book out of a kids hands. She stated if she hit the child with the book in the process she was not aware. She denied swatting a child. She stated she tapped or flicked him. She stated she has short term memory loss. This is not on her physical.

I spoke briefly with OSS Lopez and Director LeClere. Both indicated they were not aware of these allegations.

HHS interviewed parent of the child. She stated when she asked daycare about the alleged incident, they told Mom they couldn't say anything & she needed to call the superintendent of the daycare. She was not given an incident report all year. She reported no injuries to the child.

1. 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.

Staff reportedly hit a child with the open end of a book, took children by the face to speak to them and patted a child with the back of her hand on the bottom. Staff admitted to flicking or tapping a child on the bottom and indicated she was frustrated. VIOLATION

2. 109.10(8) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes:

Minor injuries.
Minor changes in health status.
Minor behavioral concerns.
Incidents resulting in injury to a child.
Shall be verbally notified immediately when there is:

A serious injury to a child.
An incident resulting in a significant change in health status.
An incident includes the child being involved in inappropriate, sexually acting out behavior.
A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file. Serious injuries and deaths must

The person who witnessed these things did tell her OSS about these events, but she was unaware she was to write incident reports. All three staff members were unaware they are to complete incident reports and have parents sign that day for any of the issues listed above. VIOLATION

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Special Notes and Action Required:

The staff named in this report has been terminated.

Consultant's Signature:

Jill Seibert

Date:

04-27-2026