Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: West Liberty Child Care Center **Enrollment:** 23 **License ID:** 21159

Street: 1200 N Calhoun ST **City:** West Liberty **IA** **Zip Code:** 52776 **County:** Muscatine

Mailing Address: 1200 N Calhoun ST

Mailing City: West Liberty **IA** **Zip Code:** 52776

Director's Name: Madeline Villhauer **Center Phone Number:** 319-627-3100

On-Site Supervisors: N/A **E-Mail Address:** wlchildcarecenter@gmail.com

Date of Complaint: 06-28-2024 **Date of Visit:** 07-01-2024

[ ] 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:

-A staff member has been observed spanking children with objects or her hand.
-This staff member is also pulling kids by the arms and dragging them.
-The staff member is also name calling children.

Licensing Rules Relevant to the Complaint:

109.12(2) Center shall have written policy on discipline of children which provides for positive guidance, with direction for resolving conflict and setting of limits.

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:

CHILD CARE CENTER COMPLAINT

This worker and HHS Worker Kelly Dahlke arrived at the center. The following is based upon a face-to-face interviews with center staff (All done privately). Review of administrative items and observations while on-site.

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. NOT VIOLATED.
-A staff member has been observed spanking children with objects or her hand. Staff A shared that this staff has hit the children on the bottom with books or the carpet circles. She used a carpet circle to hit one child on the bottom (over their clothing). She had not seen her hit a child with a book. Staff B shared that she has seen this staff spank three different children. No marks were observed.

This staff member is also pulling kids by the arms and dragging them. Staff A has observed this staff yank/grab the children by the arm and tell them to "get over here." Staff A shared that the staff grabs the children by the upper arm, sometimes near the elbow area, and at other times she has grabbed them by the wrist. Staff A has not seen a mark. Staff B shared that she has seen this staff yank a child by their arm on more than one occasion. She did not see marks. Staff B observed this staff grabbing/yanking children by the arm/shoulder and making them sit in a chair or be in timeout. Staff B reported that she observed this happen more times than she could count. She did not see any marks. Staff B shared that she has also grabbed a child by the chin to get the child to focus on her. Staff B did not observe any marks. Staff C stated this staff grabbed a child by the lower arm and walked him to the restroom area. She did not see marks.

The staff member is also name calling children. Staff A she shared that the staff member calls children "little sh**s, a****oles and dou*** ba**). Staff B reported that she has the staff member curse at a child (fu**, a****oles and dou*** ba**).

Several parents were interviewed by HHS worker Kelly Dahlke. They reported no concerns about this staff member.

Special Notes and Action Required:

This worker could not confirm or deny that inappropriate discipline was used based on a variety of stories/reports and lack of proof. The employee is no longer with the center.

The center has since chosen to report video cameras.

Consultant's Signature:

Heidi Brown

Date:

08-08-2024