

CHILD CARE CENTER COMPLAINT

Name of Center:	HACAP Head Start-Marita Theisen	Enrollment:	60	License ID:	51952
Street:	1584 White Street	City:	Dubuque	IA Zip Code:	52001
County:	Dubuque				
Mailing Address:					
Mailing City:			IA Zip Code:		
Director's Name:	Brenda Sullivan		Center Phone Number:	563-587-8830	
On-Site Supervisors:			E-Mail Address:	bsullivan@hacap.org	

Date of Complaint: 10-21-2024**Date of Visit:** 10-23-2024☐ 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:**

Staff Holly D. was observed throwing around a three year old child, pulling the child's arms and trying to restrain the child, and tossing the child onto a cot on 10/14/24. The child was not injured.

Licensing Rules Relevant to the Complaint:

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

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The licensing consultant and DHS worker Kelly Jeardeau visited the center on 10/23/24 to discuss the reported concerns with the center director, Brenda Sullivan, and another staff who was in the room when the incident occurred. Both were interviewed separately. Brenda stated that the accused staff person, Holly D., no longer works at the center as she was sent home immediately after the incident occurred and then her employment was terminated. DHS Jeardeau has had contact with the child and family outside of this visit.

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VIOLATED

Brenda stated the incident happened on 10/14/24. Brenda became aware of the incident when she and another staff were in Brenda's office, and the staff person observed commotion via the video camera visible on Brenda's computer desktop. Brenda stated she immediately proceeded to the room to intervene and relieved staff Holly D. of her duties. Brenda showed the video of the incident. The child was observed to be having a tantrum at the start of lunch. Holly is observed to pick the child up off of the floor several times by one arm as the child is struggling and is not cooperative. Holly is observed to throw the child's shoe across the room. Holly is observed to take the child's jacket/sweater by pulling on the child's arms as the child is resisting. At one point Holly is observed to pick up the child by an arm and a leg and then drop the child onto a cot. At times Holly is yelling in the child's face. Brenda is observed to enter the room and pick up the child. There is no sound with the video, but Brenda states she could hear yelling from the hallway as she approached the room. Brenda stated she called and met with the child's parent about the incident that day. DHS Jeardeau had contact with Holly subsequent this visit and reports Holly knew she was wrong and that she should have acted differently. The center is cited with regard to this incident. Thankfully, the child was not injured, however, the child could easily have been injured based on the aggressive and inappropriate handling of the child by this staff person. A person acting reasonably would know they might cause serious injury by handling a child in this manner.

Special Notes and Action Required:

Staff reported that there were significant behavioral issues in this room with this child as well as with other children. Brenda did not seem to concur with this description. There is concern about the divide between Brenda's and the staffs' perception of the dynamics in the room. Staff stated that there were typically three staff in the room, however, the center has been short staffed thus there were only two at the time of this incident. Staff stated that Brenda or her assistant are responsive when they call for assistance, however, it is unclear what plan is in place to further assist the room. Of additional concern is that Brenda had not actually spoken to staff Brooke (who was in the room and witnessed the incident) about the incident. Only a written statement was obtained from Brooke. There are also concerns that Brooke did not attempt to intervene in the incident nor did she call for assistance. Brooke discussed feeling that she/they calls for assistance too often and seemed to indicate that this impacted her decision not to call for help.

It is recommended that staff Brooke retrain on the mandatory child abuse reporter certification. The center shall also seek out additional resources/trainings to provide staff assistance in dealing with children with difficult behaviors. Center administration should seek out training/resources in the area of effective supervision and communication. The center should complete a plan that addresses these areas and provide this to the licensing consultant within 10 days of the receipt of this report.

Addendums:

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- Addendum1: The center director, Brenda Sullivan, provided the following action plan as a response to this report:
 1. Hired a new teacher continue to work with staff in giving support and being in the classrooms.
 2. Center is using a three-tier approach for support: Head Start Education Manager/Assistant Head Start director, Chris Juett, will be onsite one day per week working with staff and children; Head Start Coach, Jonell Moore, will be in the classroom another full day; and Brenda or Brenda's assistant, Jenny Duffy, will be in the classroom a third day for assistance and support.
 3. Focused observations in the classroom.
 4. Continuing using PBIS curriculum and 2nd Step Social Emotional curriculum and completing Behavior Incident Reports (BIR's) for documentation while working with Keystone AEA.
 5. Head Start staff involved in the three-tiered approach will meet bi-weekly to discuss successes and challenges in the classroom along with additional supports needed.
 6. Staff Brooke has retaken the full State of Iowa Mandatory Child Abuse Reporter training

Brenda provided the following additional follow up to the action plan:

1. CCR&R visit scheduled at the center on 2/6/25 to look at room arrangements of the Head Start room 1 classroom on 3rd floor.
2. Brenda signed up for a two hour training session, "DIRECTORS SYMPOSIUM Standards: The North Star for Curriculum", on 3/5/25 that was recommended by CCRR.

This Addendum is approved by supervisor on 2/12/2025 4:36:56 PM

Consultant's Signature:

Heidi Hungate

Date:

12-10-2024