

CHILD CARE CENTER COMPLAINT

Name of Center:	Stepping Stones Early Learning Center Inc	Enrollment:	151	License ID:	23962
Street:	300 Panther DR	City:	Knoxville	IA Zip Code:	50138
County:	Marion				
Mailing Address:	300 Panther DR				
Mailing City:	Knoxville	IA Zip Code:	50138		
Director's Name:	Keri Garrison	Center Phone Number:	641-828-7837		
On-Site Supervisors:	Dana Wilkins	E-Mail Address:	kgarrison@knoxvillesteppingstones.com		

Date of Complaint: 09-30-2025

Date of Visit: 10-01-2025

☐ 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 pushed a school aged child to the ground in August 2025.

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 based on a review of incident reports, and staff, child and administration statements.

The program self reported this incident.

The Director stated, "I brought the 5-year-old involved to my office to discuss the situation. He shared that he and another child had been pushing each other while lining up. Shortly thereafter, staff M provided additional context, stating that during the pushing incident, staff J pushed the child and said, "Do you like being pushed?" When I asked the child to confirm this, he stated he did not know. I asked M to take the child to her classroom for the remainder of the day while I initiated a preliminary investigation. I provided M and B with our employee complaint form to document their accounts. Upon review, their written statements did not align with their verbal reports. The child was not injured and showed no physical markings. The Director reports the security footage stopped recording and they have since upgraded their camera system to prevent further issue. Director Garrison informed the parents of the incident and explained that their child would be removed from Ms. J's classroom for the next two days. Incident reports were given to parents to sign. When I spoke with Ms. J, she admitted to becoming frustrated and giving the child a slight shove."

Incident Reports were available and completed by both staff present when the incident occurred. Both staff stated the boy fell to the ground.

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. Staff admitted to shoving a school age child. The child fell to the ground. 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 be reported to the Department within 24 hours. Staff witnessing the incident both completed incident reports, which were given to parents that day. NO VIOLATION

Special Notes and Action Required:

The staff involved was required to take 12 additional hours of professional development training. The Director and Board met on the issue. A technical referral was made to Child Care Resource and Referral on 10/1/25. They can provide more information on classroom/behavioral management as well as complaint guidelines.

Consultant's Signature:

Jill Seibert

Date:

10-01-2025