

CHILD CARE CENTER COMPLAINT

Name of Center:	Bob and Billie Ray Child Development Center	Enrollment:	120	License ID:	27349
Street:	401 NE 66th AVE	City:	Des Moines	IA Zip Code:	50313
County:	Polk				
Mailing Address:	401 NE 66th AVE				
Mailing City:	Des Moines	IA Zip Code:	50313		
Director's Name:	Cassidy Lecroy	Center Phone Number:	515-309-2376		
On-Site Supervisors:	Christina Pulley	E-Mail Address:	cjlecroy@eastersealsia.org		

Date of Complaint: 06-18-2025**Date of Visit:** 06-19-2025☐ 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:**

It is alleged that staff are aware that a child has touched children inappropriately. On 06/17/2025, the child was not supervised and he grabbed and touched another child inappropriately due to not being provided close supervision.

The daycare hasn't documented many of the incidents where the child was acting out and where other children were involved in the child's acting out behaviors.

Licensing Rules Relevant to the Complaint:

109.9(2)f Files contain documentation of injuries, accidents or other child-related incidents.

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.

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

6/18/25 Communication with HHS Placido, who is also working on the complaint reported.

6/19/25 Visit to the daycare with HHS Placido. We met with Christina Pulley, assistant director, and explained the purpose of the visit. The director, Cassidy LeCroy, is on vacation and not on work status at this time. Christina is aware of concerns with this child's behavior. Both of these children are in the Boas, class, a 4/5's classroom. The center is over staffing the classroom to help the child with the behaviors. They are trying to provide one to one support to the one child. They are trying to staff three people in that room, ratio is two staff. At the time of the reported incident, there were two staff as one

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staff had left the room for her break. One staff was dealing with a child who was hitting and the other staff was cleaning up. At the time, the child went into the bathroom. The staff heard the child scream and staff immediately responded and separated the children. Since then, they are keeping those two boys separated. She tries to keep the one boy on her hip at all times, as he does have aggressive tendencies. He tries to show his privates to kids.

This worker and HHS Placido met with staff NW and explained the purpose of the visit. The incident occurred during transition time after lunch. The one child was in the bathroom. They usually have one child from their class in the bathroom. They had two staff in their room at the time, not three staff. One staff had gone to break. She was cleaning tables. They heard crying from the bathroom. When they got to the bathroom, the other child was in the bathroom too. The child told them that the other child had spanked his bottom and yanked his penis. The child said he didn't like it. She removed the one child and the staff NW took care of the other child who was crying.

They usually have three teachers in the room. This child has convinced kids to pull down their pants. He says things like, 'I'll show you my penis. He has spanked other kids bottoms. When they talk to him about his choices, he said that he likes his private parts, that they are cool.

This worker and HHS met with staff RH and explained the purpose of the visit. She did not see the incident as she was dealing with another child. She did hear a scream coming from the bathroom. She went to the child who did the behavior and told him that it wasn't OK. She had him sit for a while to think about it. They have one teacher with the child all the time since that incident.

The child is aggressive and also says things like, "I want to see your privates". He has tried to touch kids privates. He has shown his penis on the playground. They tell supervisors when there are incidents with him acting out.

This worker and HHS Placido watched video footage from the incident on 6/17/25

This worker and HHS Placido met with staff JV and explained the purpose of the visit. She is considered a seasonal worker. She works in the classroom that is on the other side of the Boas class. Their bathroom is in between the classrooms, which they share. She recalls telling the child he couldn't come into the bathroom, as it was full. She had to physically hold him away from getting into the bathroom. She did walk away from the doorway, as she was also working and focusing on the kids in her room. They don't stay right by the bathroom as the kids can have some privacy. They do supervise sometimes, when the children start playing in there. She was just told yesterday that the one child couldn't be unsupervised in the bathroom. She hadn't been told to watch children from her class when that child was in the bathroom before yesterday.

This worker and HHS Placido met with staff RH for a second visit, after viewing the video footage. She doesn't remember letting the child into the bathroom. There was a lot going on at the time. She doesn't remember seeing a teacher in the bathroom. They normally let children go into the bathroom themselves. They aren't monitoring children but they do check on them to make they are fine. A third staff was adding in their classroom after the one child started, due to his behaviors. Sometimes before naptime, one staff will leave for break so they will be down to two staff. The child's behaviors have improved some but he was touching or spanking kids' bottoms almost daily. He would also says he wanted to see the kids' privates. He still pulls his pants down but that has also decreased.

This worker and HHS Placido met with Christina Pulley for a second time. Christina said staff are supposed to be supervising the bathroom if multiple kids are in there. This worker asked for incident reports involving the child's behaviors. Christina said the child doesn't have any incident reports, nor were incident reports given to other children's parents. She didn't know this was necessary or required. She did send emails regarding the one child's behaviors. Christina had sent three emails regarding the child's behaviors.

6/25/25 This worker and HHS Placido met with Christina Pulley and Cassidy LeCroy, director. The child will no longer be attending daycare as of 6/26/25. This worker and HHS Placido discussed concerns of supervision that occurred during the time the child attended daycare, lack of communication and informing all staff who would have been working with the child. The lack of documentation and informing parents about incidents was also discussed.

Special Notes and Action Required:

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Recommendation made for management to assess the center's ability to provide safe supervision for all children be assessed on an individual basis. Thorough and complete documentation also needs to be done with any incidents included in HHS Licensing Rules.

109.10(14)a

The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

VIOLATION

The center was aware of one child's need for a high level of close supervision based on behaviors he exhibited. The center didn't communicate nor educate all staff that needed to be aware of this child's needs. Staff failed to provide that level of supervision as evident by an incident that was reported to have occurred.

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.

VIOLATION

The center failed to provide documentation for many incidents that occurred.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

07-25-2025