Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Burlington Area YMCA-Kiddie Campus at SCC **Enrollment:** 35 **License ID:** 51309

Street: 1500 West Agency Rd **City:** West Burlington **IA** **Zip Code:** 52655 **County:** Des Moines

Mailing Address: 2410 Mt. Pleasant St

Mailing City: Burlington **IA** **Zip Code:** 52601

Director's Name: Lindsey Koopmans **Center Phone Number:** 319-753-6734

On-Site Supervisors: Hannah Timmons **E-Mail Address:** lindsey@burlingtony.org

Date of Complaint: 06-04-2025 **Date of Visit:** 06-12-2025

[ ] 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 male child (age 2) has been bit repeatedly by another child, breaking his skin while under the supervision of unknown staff at Kiddie Campus daycare.

Licensing Rules Relevant to the Complaint:

109.4(2)g When serving children under the age of 3, develop and implement a policy for responding to incidents of biting. Include:Explanation of center philosophy on biting.How the center will respond to individual and ongoing incidents.How the center will assess the adequacy of caregiver supervision.How the center will respond to the child or caregiver who was bitten.The process of notification of parents.How the incident will be documented.How confidentiality will be protected.First aid procedures that will be used.

Inspection Findings:

The determination of this report was based on a review of incident reports, interviews with staff, other HHS meeting with the child and parent, an unannounced visit to the program, a review of professional development training hours and a review of curriculum and current strategies utilized to decrease biting incidents.

Incident reports on the bites were provided to HHS as well as staff professional development training on 6/4/25. I spoke with the Director the same date. She stated, "We have implemented several strategies at the mother's request to help prevent biting incidents. These include providing snacks, as she suspected the behavior might be linked to hidden hunger, as well as introducing sensory toys and individual toys designated specifically for him. Additionally, we've assigned one-on-one support during peer interactions to ensure he receives extra staff assistance when playing with others.

We've also consulted with Tabitha during her visits to seek guidance and support in managing the behavior. The child's mother has taken further steps by contacting AEA for evaluation and support. He is currently attending play therapy at Young House, and their team plans to visit the center to conduct an on-site evaluation."

She added, "The child's mother emailed me on May 12th stating he would no longer be attending; however, she had not previously expressed any concerns. The situation only escalated yesterday when I informed her that she is still responsible for her past due child care balance. I've also contacted Tabitha to conduct an unannounced visit to the site at her earliest convenience."

She went on to state, "I want to clarify that the situation could have been addressed earlier. However, I was lenient with implementing the policy because the majority of the biting incidents occurred before he turned two. At the time, I found it difficult to dismiss a child so young, especially considering the observed speech delays, which likely contributed to the biting as a form of communication. That said, moving forward, we will implement the policy as written for all age groups without exception."

HHS spoke with On Site Supervisor Hannah Timmons. She indicated the child did have a history of biting and the center biting policy had not been followed.

On 6/12/25 HHS made an unannounced complaint visit to the program. No other concerns were identified per HHS.

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How confidentiality will be protected.
First aid procedures that will be used.

The Director indicated the biting policy had not been followed, but will be moving forward. VIOLATION

The center is consulting with CCR&R to support current systems in place to ensure this does not occur again in the future.

Special Notes and Action Required:

CCR&R Consultant Copeland visited Kiddie Campus on May 6th . She covered the following topics:

Supervision: Program was in ratio and staff were actively engaged with children at the time of visit. The program has white boards up with staff names and the names of the children in their direct care groups listed in each room. Hanna stated that the staff are getting used to the groups and that they are still working on getting the picture cards done. The boards are being done until then and it was unclear if they would be done along with them going forward. *Hanna can you clarify if once the Face cards are done if the boards will be kept as a secondary method to track direct care groups or discontinued?

Most staff where able to tell me the numbers and names of children in their direct care groups. The one staff who struggled may have been started by my speaking to him as he returned from the playground and did give the correct answer after a few seconds thought. I would encourage Hanna and Kloey to continue to work with staff on doing Name to Face checks at transitions, especially any that involve leaving the room, going outside or returning inside just to continue to support expectations around supervision being met. I believe this information has been sent previously and is attached again. Discussed how to maintain ratio and active supervision once these are up by continuing to set the expectations around direct care groups remaining primarily together (ex: one child to the restroom means all go with staff supervision) and communication amongst staff if there are needs to transfer supervision to another staff.

Schedules: Every room has a schedule up and seemed to be followed while I was there. The activities change about every 30 minutes. Encourage staff to be flexible to ensure the developmentally appropriate needs and interests of children are being met daily

Curriculum: Up to date curriculum was observed posted in each room. Hanna stated that Lindsey does these monthly and gets them to them at the site.

She provided email consultation on 5/9/25 and 6/9/25.

The center reached out to CCR&R and asked her to perform an unannounced visit and give any recommendations she may have regarding supervision and biting. Consultant Copeland made an unannounced complaint visit to the program on 6/12/25. She observed the program appeared to be in ratio. She discussed face to name supervision and how this achieved in each room.

She stated, "We decided on the 27th at 930 am for Trica from the Behavioral health group and myself to observe the twos room where it seems biting has shown up recently. While there I will also peak into the PreK room to see if there are things they would like to address but as the main staff in that room, Danny and Isaac I believe, are leaving soon it might be best to visit that room after the new lead new staff have settled. Would you agree or would you like us to visit that room sooner?

As a way to prepare for the SEBMA person and to encourage staff to focus on relationships as the start of the foundation of DAP and classroom management I am sending them the Interaction Self-assessment from IQ4K to help them look over areas they would like to grow in. I encouraged Hannah to have everyone complete it and to choose goals they may wish to work on going as we know that children who have a good relationship with staff are more likely to go along with ideas and changes proposed to help decrease negative behaviors."

Consultant's Signature:

Jill Seibert

Date:

06-17-2025