

CHILD CARE CENTER COMPLAINT

Name of Center:	New Horizon Academy - Urbandale	Enrollment:	1	License ID:	52444		
Street:	12900 Hickory DR	City:	Urbandale	IA Zip Code:	50323	County:	Polk
Mailing Address:	3405 Annapolis LN N SUITE 100						
Mailing City:	Plymouth	IA Zip Code:	55447				
Director's Name:	Haleigh Johnson			Center Phone Number:	515-384-9004		
On-Site Supervisors:	Tiffany Fischer			E-Mail Address:	3007@nhacademy.net		

Date of Complaint: 04-09-2026**Date of Visit:** 04-16-2026☐ 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 a staff member struck a child (age 5) on the mouth and grabbed the child by the arm. It is alleged the child (age 5) has bruises on the arm, the cause of the bruises are unknown.

Licensing Rules Relevant to the Complaint:

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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I visited New Horizon Academy Urbandale unannounced on 4/16/26 along with additional HHS staff. I reviewed pictures of the bruising on the child (which were round, the size of a nickel and on the child's forearm) I spoke with the director and assistant director. There is video monitoring in all the classrooms and video of the incident was available. I reviewed the video from 4/8/26 that depicts a child in the pre-school room (age 5) with two staff members. The child (age 5) is observed to physically come toward other peers in this room. The staff in question did grab the child (age 5) by the right arm then the left arm, sitting down with him in a chair while the staff continued to hold the child. The child then spat upon another child in the room, when the staff person holding the child subject struck the child with an open hand to the mouth of the child subject. Staff then continued to restrict movement and hold the child in place. The video indicates the staff person holding the child with crossed arms. The child is able to move slightly but not able to get out of the hold with staff. The age of the bruising is unknown. It is unknown if the force used to hold the child could have resulted when the child was held by staff. The video does not appear to show the child was crying or otherwise more upset after the staff struck the child.

In speaking with the director, video from other days had been reviewed. The staff in question would be coached and do retraining on safe behavior management strategies. The director affirmed that physical discipline at the center is prohibited by center policy. Staff in the room had been previously coached on behavior management techniques and staff was directed to bring children to the director or assistant director when not able to manage in the classroom. The director stated that this strategy has been successful for some children and continues to be utilized. The director indicated this staff is no longer working at the center. When the child spat at a peer, the child was facing away from staff, spitting in the peer's hair.

I directly observed the room the child was attending when this occurred. There were no obvious safety concerns with the arrangement of the room itself.

5/4/26 An interview was conducted with the staff member who shared the children in the room struggled with managing behaviors a lot of the time. The staff indicated the child spat on staff and another child while staff continued to prevent the child from leaving the hold staff had placed the child therein. The staff describes multiple children in the room having unmanageable behaviors when this occurred. The video does depict the staff with one child sitting by staff legs while the staff held the child subject.

Through observation of the video monitoring, staff was observed to strike or slap the child subject on the mouth and restrict the child's movements for several minutes. There is substantial evidence that a licensing violation has occurred per Iowa Administrative Code 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.

Special Notes and Action Required:

The director has engaged staff with retraining for classroom behavioral management. There is special programming for children that need additional supports with behavioral management while in the classroom. The center's policy prohibits physical discipline of children. Staff have also been coached not to hold or severely restrict a child's usual freedom of movement. The staff involved is no longer under this center's employ.

The director shall ensure staff continue to have access to trainings and to coach non-physical behavioral management techniques. The director also indicated on-going monitoring of the classroom by administrative staff to ensure teachers in the classroom are supported as well.

No further actions required at this time.

Consultant's Signature:

Maggie Gibson, SWIV

Date:

05-13-2026