Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: KinderCare Learning Center #0837 **Enrollment:** 122 **License ID:** 20740

Street: 2108 E Locust ST **City:** Davenport **IA** **Zip Code:** 52803 **County:** Scott

Mailing Address: 2108 E Locust ST

Mailing City: Davenport **IA** **Zip Code:** 52803

Director's Name: Emma Anderson **Center Phone Number:** 563-326-1660

On-Site Supervisors: **E-Mail Address:** 300837@klcorp.com

Date of Complaint: 06-13-2024 **Date of Visit:** 06-13-2024

[ ] 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 seven year old child was having a meltdown on 6/12/24, and staff Shay grabbed the child by the left upper arm resulting in a bruise on 6/12/24.

Licensing Rules Relevant to the Complaint:

109.12(2)b Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Mechanical restrains shall never be used. If part of a treatment plan for a child with a disability, staff shall receive training.

Inspection Findings:

The center was visited on 6/13/24 by the licensing consultant, HHS worker Sylvia Swinney, and HHS worker Brandi McCormick to discuss the reported concerns with the center director, Emma Anderson, director's assistant, Kelsey McFedries, the accused staff person, Shaheena "Shay" C., and the other staff person who was in the room at the time of the incident. The child and the child's sibling were also spoken to at this visit.

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The center director and other staff indicated that this child has regular and frequent "fits" involving aggression and violent behavior. The child was having a rough day on the day of this incident. Emma was called to the room at one point and brought the child to the office. That is when the injury was first noticed by Kelsey and Emma. The child told us that Ms. Shay grabbed the child's arm to put the child on the chair because the child did not want to change centers and was running around the room, throwing chairs, and pushed Mr. Christian. The child stated the child likes Ms. Shay, is not afraid of Ms. Shay, and Ms. Shay has not hurt the child before. Emma detailed the center's involvement with the child's parent in planning for the child as well as the fact that the child does receive services outside of the center. Emma stated there have not been prior concerns for staff Shay who has been at the center for about a year. Emma stated Shay is a floating staff, but she is familiar with the child. Emma stated the regular staff for this room were gone for the day at the time of the incident. Staff Christian W. stated he saw Shay grab the child's arm to keep the child from running and to sit the child down. Christian said he heard the child say, "Ow, that hurt." Staff Shay stated she loves her job. She stated she cares very much for this child, and she is usually able to handle the child's behaviors. Shay stated she did not recall grabbing the child and that she did not forcefully have to sit the child down. The center is cited with regard to this incident. The child does/did have an observable injury, and there is enough information to indicate that it resulted from the staff person grabbing the child too hard.

Special Notes and Action Required:

Discussion occurred regarding the likelihood of staff causing an injury to a child, even if unintentional, escalating significantly when staff put their hands on a child to stop or prevent a behavior. For this reason, it is important for the center to have a plan in place to help identify and recognize when behavioral concerns rise to a level where a child may not be able to be maintained safely in the child care center setting. Additional staff
development training in the area of behavioral and developmental expectations and interventions is strongly encouraged. The center should continue to monitor this situation closely, and ensure the child care environment can be maintained safely for all.

Subsequent this visit, Emma reports the center held a staff meeting to discuss all behavior support with the team and to review expectations for classroom incidents, documentation, and communication. Emma states the center continues to work closely with the child's parent(s), they have started a behavior plan for the child, and that going forward no physical assault by the child will be tolerated. The parent will be called for a pick up immediately if the child gets aggressive and violent. Emma states the KinderCare Inclusion Services is involved, and the center has also involved the local Child Care Resource and Referral consultant for additional resources including observation, consultation, and additional training opportunities for staff. Emma states that previous to this incident the center has been accepted into the program-wide PBIS training and that is also to begin in August.

Consultant's Signature:

Heidi Hungate

Date:

06-28-2024