

CHILD CARE CENTER COMPLAINT

Name of Center: Orallabor KinderCare	Enrollment: 97	License ID: 50977
Street: 225 SW Orallabor RD	City: Ankeny	IA Zip Code: 50023
County: Polk		
Mailing Address: 225 SW Orallabor RD		
Mailing City: Ankeny	IA Zip Code: 50023	
Director's Name: Sydney Drexler	Center Phone Number: 515-963-9095	
On-Site Supervisors: Melissa Waybright	E-Mail Address: Sydney.Drexler@kindercare.com	

Date of Complaint: 10-21-2024**Date of Visit:** 10-22-2024☐ 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 a staff at the child care center grabbed a four year old by the collar bone area, resulting in bruising and a scratch.

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:

CHILD CARE CENTER COMPLAINT

10/21/24 This worker and HHS Denhartog communicated regarding the concerns reported. A visit to the child care center was scheduled.

10/22/24 HHS Denhartog provided an update, as she has had communication with family members and staff at the child care center. She also had a photo of the child's injuries. She reviewed medical records of a doctor visit from 10/19/24.

At the daycare center, this worker and HHS Denhartog met with staff S.A. She has been employed with KinderCare for three years. She works primarily in the Pre-K classroom. On the day of the incident, the children were getting done with snack. The child got upset and was running towards the dramatic play center. The child was going towards a peer and was going to hit that peer. S.A. reached out to him and her ring rubbed his chest. The child did hit the peer. She wasn't sure why he got upset. She accidentally scratched him with her ring. S.A. comforted the peer that was hit and also the child. S.A. got a wet paper towel as she noticed a red mark on the child's chest. The mark looked like a red scratch then it changed to a red mark. Sydney/director, walked into the classroom. S.A. told her what had happened and Sydney told her to fill out an incident report. She showed the mother the mark on the child's chest and gave the mother the incident report. This was about twenty minutes after the incident had happened. A second incident report hadn't been completed as the peer didn't have an injury.

S.A. came to work yesterday and was told by Sydney that she was being put on leave. Sydney showed her a picture of the child's chest, which had red marks. Those marks weren't there the day of the incident.

S.A. said she's had a lot of issues with the child's dad. The dad had acted in ways that make her feel uncomfortable, like in a threatening manner. It's the way he says things. He tells her how to deal with the child and has referenced things from an AEA observation. They have been working with the dad on how to manage the child's outbursts. There is another staff member in the classroom when the dad picks up now.

They use various behavior tools to help the child, like a timer, sticker charts and a coloring chart. The child has a giraffe he likes to have to calm down but AEA said not to give the giraffe. AEA is starting to work in the classroom with the child today.

This worker and HHS Denhartog met with Sydney Drexler, director. S.A. let her know about the incident and she told S.A. to write up an incident report. She went to the classroom. She looked at the child's injuries at that time and signed the incident report. She talked to her district leader, Rachel Ross, on Sunday night. The parents had taken the child to the doctor, who stated the injury looked worse than a scratch.

Sydney said the injury looked like a thick scratch on the 18th, like it was caused from a ring. She saw it shortly after it occurred, probably six to seven minutes. The child's parents asked that the child be in a classroom with different staff so the child was moved back to the preschool room. Parents agreed to have AEA come to have the child evaluated and to have AEA services. The child's behaviors has similar behaviors in the home. His behavior issues have worsened over the past several months. Parents reported the child's behaviors have gotten worse since being in S.A.'s classroom. The child told her that he went to hit a peer and S.A. scratched him but it was an accident. The child was upset because he was supposed to pick up his mat after nap time.

She hasn't had concerns reported to her about S.A. from other parents. She has gotten positive feedback about S.A.

Special Notes and Action Required:

CHILD CARE CENTER 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.

VIOLATION

The staff involved stated she did attempted to stop the child in an effort to stop the child from hitting a peer. Staff believes she caused a scratch on the child from a ring she was wearing. The child stated the staff grabbed him. The child was seen by a doctor. The medical notes were made available to HHS. HHS saw the photo, which was bruising on the child. The medical exam said the injury was consistent with bruising or even traumatic petechia.

The staff member has returned to work status. The staff member was required to completed several trainings regarding positive guidance prior to returning to work: A Playful Approach to Discipline, A Mindful Approach to Challenging Behaviors, Using A.C.T. to Help Set Limits With Young Children, Instead of Discipline, Use Guidance.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

11-14-2024