Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Iowa's Child Early Learning Community **Enrollment:** 205 **License ID:** 50547

Street: 135 E Douglas Ave **City:** Des Moines **IA** **Zip Code:** 50313 **County:** Polk

Mailing Address: 135 E Douglas Ave

Mailing City: Des Moines **IA** **Zip Code:** 50313

Director's Name: Tracey Bolin **Center Phone Number:** 515-282-1729

On-Site Supervisors: Wilma Brown **E-Mail Address:** iowaschildearlylearning@gmail.com

Date of Complaint: 11-10-2022 **Date of Visit:** 11-16-2022

[ ] 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:

On 11/10/22, a complaint came to the Department's attention stated that a staff member, TM (initials) threatened a school age child who was fighting with her own child who also attends the center. TM allegedly threatened to beat up this child's own mother if the child physically attacked her son again.

On 11/13/22, a complaint came to the Department's attention stating that staff member BB (initials) caused a burn mark on a different school age child's neck when he took this child's coat off of him.

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.

109.12(2)d No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

Inspection Findings:

On 11/16/22, this consultant made a phone call to TM to discuss the alleged allegations against her. TM denied making the specific statement to the child about threatening to beat up his mother if he attacks her son again. TM admitted she went downstairs to the main entrance and told another staff member that if this child's mother had an issue, she would meet this other mother outside of the center. TM stated she no longer works at the center and she was considering disenrolling her son as well, but has not yet done so.

This consultant visited the center on 11/16/22 and spoke to management about the above concerns as well as another staff member who worked in the room with TM. Management were not aware of specific statements made to the child by TM about threatening to beat up the child's mother. However, staff member AB stated TM in fact, did make that statement to the child about beating up his mother if he is physically aggressive with her child again. Based on all staff statements, there is sufficient evidence to conclude the center IS IN VIOLATION OF LICENSING VIOLATION 109.12(2)D AS IT PERTAINS TO DISCIPLINE (VERBAL ABUSE, THREATS, DEROGATORY ABOUT CHILD OR CHILD'S FAMILY). THIS STAFF PERSON NO LONGER WORKS AT THE CENTER.

On 11/13/22, another complaint came to the Department's attention stating that staff member BB (initials) caused a burn mark on a different school age child's neck when he took this child's coat off of him. This consultant addressed that complaint as well at the 11/16/22. BB denied causing this child's injury to the child. BB stated this child and another child were whipping their coats at one another and then the child in question tied his coat around his own neck. BB stated he took the child's coat off of the child's neck and put both children's coats in the office. Video footage confirmed this. The audio from the video also reveals BB being calm and matter of fact and showing no aggression when taking off this child's coat. The child in question has a history of behaviors at the center. The child was later discharged during this investigation because of his many behaviors. Based on the evidence reviewed, the center IS FOUND TO BE IN COMPLIANCE WITH LICENSING REGULATION 109.12(2)B AS IT PERTAINS TO DISCIPLINE.

Special Notes and Action Required:

A referral was made to CCR&R for assistance with discipline strategies. It was noted that the center sent out a note to all parents stating that physical aggressive between children will no longer be tolerated and could be immediate cause for discharge. Management stated they have about five or six families/children who are physically aggressive towards others.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email nkneppe@dhs.state.ia.us so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.
*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHS Licensing Consultant to inquire.

Consultant's Signature:

Nathan Knepper

Date:

12-19-2022