Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: The Nannies Unlimited **Enrollment:** 80 **License ID:** 27365

Street: 6393 NE Rising Sun DR **City:** Pleasant Hill **IA** **Zip Code:** 50327 **County:** Polk

Mailing Address: 6393 NE Rising Sun DR

Mailing City: Pleasant Hill **IA** **Zip Code:** 50327

Director's Name: Cindy Thompson/Vickie Johnson **Center Phone Number:** 515-264-8288

On-Site Supervisors: Joyce Erickson **E-Mail Address:** nanniesunlimited@aol.com

Date of Complaint: 06-17-2026 **Date of Visit:** 06-17-2026

[ ] 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:

Concerns reported that staff at Nanny's Unlimited Child Center and Preschool grabbed a two year old child by the shirt, smacked the child on the face and sat the child down on the ground aggressively on 6-15-26.

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:

6/17/26 Communication with HHS Denhartog.

6/17/26 Visit to the daycare center with HHS Denhartog. We initially met with Cindy Thompson, director, and explained the purpose of the visit. Cindy was aware there were some concerns about staff S.W. as another staff told her she witnessed S.W. slap the child on the face while on the playground. This staff provided little information due to the time of day. Cindy did check the child over for any observable marks, bruises and didn't see any injures on the child.

Cindy interviewed S.W. regarding these allegations. S.W. told Cindy that her class went outside. This alleged victim, the child, had hit another child when they were on the playground. S.W. comforted the child who had been hit and then told the child "we don't hit our friends". She also lightly hit the child's hand. S.W. she sat the child on the ground in a firm manner. She denied slapping the child's face.

Cindy said these two staff members have had a lot of conflict. They have had disagreements. H.F. is hot tempered and can fly off the handle easily. H.F. has made previous allegations against staff that weren't true so Cindy does have some concerns with this allegation. S.W. should not have tapped the child's hand and this has been addressed.

This worker and HHS Denhartog met with one of the assistant directors, Angie Hosman. Angie is familiar with the situation and was rearranging room assignments around the time the alleged incident happened. H.F. approached her with concerns, stating something should be done as she saw S.V. hit this child five times. Angie went to the playground. She saw S.V. dealing with the child, whose shoe had apparently come off. S.V. put the child down in a very rough manner. S.V. moved the child's hand away aggressively also. Angie went over to S.V. immediately and told S.V. what she did wasn't OK. She took the child with her to the three year old playground and kept the child with her for around 45 minutes. The child didn't appear hurt or upset at the time. She didn't see any sort of injuries on the child. This child is a pretty tough little girl. Angie did speak with the other staff in the room, D.S., who didn't report seeing anything of concern. Angie doesn't think S.V. would intentionally harm any child but she could be frustrate with caring for this child in particular, as she can be pretty aggressive towards other peers.

This worker and HHS Denhartog met with staff D.S. She was working on the playground at the time of this alleged incident. She did see S.V. pick up the child by her should area aggressively and throw her on the ground. She assumed S.V. was putting the child in time out. This isn't unusual for S.V. to be rough with the child. This child tries to get up from time out so S.V. will continue to put her back into time out. D.S. heard a smack type of noise so assumed the child was hit somewhere. D.S. told S.V. her actions were rough and S.V. said she couldn't handle the child anymore, that she didn't care if she went to jail and management knew she didn't want to work with this child. D.S. has heard from others that S.V. loses her patience with this child. She didn't report this as she was told it had already been reported.

This worker and HHS Denhartog met with Cindy for a second time. This worker expressed concerns with how often staff were using time out, with such young children. This worker expressed concerns with staff physically returning this child to time out when the child would leave time out on their own being very inappropriate. Staff should be using redirection and modeling desired behaviors, rather than isolating. Cindy said she didn't believe time out was used in the young children's classroom. This worker encouraged Cindy to meet with staff in all classrooms, especially the younger rooms, to ensure positive guidance policies were being followed.

Incident reports were discussed, per HHS rules. Cindy said the parent stated an incident report wasn't necessary. This worker reviewed HHS policy regarding incident reports.

This worker and HHS Denhartog met with staff H.F. She is aware of the concerns. She talked to Cindy and Vicki, owners of the daycare with her concerns as she saw S.V. grab a child on the playground and hit the child on the face. She isn't sure what happened prior to S.V. hitting the child. She told Angie, one of the assistant directors, right away and the following day talked to the owners. She did write up a report about this incident.

Special Notes and Action Required:

HHS Denhartog and this worker collaborated regarding HHS Denhartog's casework and interviews with additional individuals.

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.
VIOLATION

Staff slapped a two year old child's hand in response to a two year old hitting another child.
Staff are using time out for two year old children, with staff not limiting the amount of time children sit in time out and not talking with the child once they leave time out. The use of time out is not being used from a positive guidance approach. Staff have been observed putting a child on the ground aggressively.

Cindy Thompson told this worker that staff member is no longer employed at the center.
This worker recommended that the center work with CCR&R regarding getting some training on learning developmentally appropriate positive guidance skills, ways to manage challenging behaviors. Cindy declined this recommendation and stated they do not want any assistance from CCR&R.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultation

Date:

07-14-2026