

CHILD CARE CENTER COMPLAINT

Name of Center: ChildServe Iowa City Day Health Center	Enrollment: 22	License ID: 50235
Street: 2350 Oakdale Blvd	City: Coralville	IA Zip Code: 52241
County: Johnson		
Mailing Address: 5406 Merle Hay RD		
Mailing City: Johnston	IA Zip Code: 50131	
Director's Name: Barb Williams	Center Phone Number: 319-351-5437	
On-Site Supervisors: Carlee Nelsen	E-Mail Address: barbwil@childserve.org	

Date of Complaint: 11-25-2024 **Date of Visit:** 12-30-2024

☐ 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

On 11/22/24, a staff member at Childserve, drug a child by their shirt on the ground, from the gym to the classroom. This was a slow pull with baby steps due to the child not wanting to transition to the classroom. There are no marks on the child. Childserve staff has checked the child twice for any markings. Staff completed an incident report and informed the parents. The child was playing after the incident and did not appear to be in distress.

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:

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. VIOLATED.

The following is based upon a face-to-face interviews with the director/on-site supervisor and staff, review of administrative items, and observations while on-site. Staff did drag a child by their shirt on the ground, from the gym to the classroom. This was a slow pull with baby steps due to the child not wanting to transition to the classroom. There are no marks on the child. Childserve staff has checked the child twice for any markings. Staff completed an incident report and informed the parents. The child was playing after the incident and did not appear to be in distress.

Special Notes and Action Required:

The staff member is no longer with the center.

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Consultant's Signature:

Heidi Brown

Date:

02-15-2025