Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: YWCA of Black Hawk County Child Care **Enrollment:** 50 **License ID:** 22667

Street: 425 Lafayette St **City:** Waterloo **IA** **Zip Code:** 50703 **County:** Black Hawk

Mailing Address: 425 Lafayette St

Mailing City: Waterloo **IA** **Zip Code:** 50703

Director's Name: Sherry Davenport **Center Phone Number:** 319-234-7589

On-Site Supervisors: Sherry Davenport **E-Mail Address:** ywcakids@ywcabhc.org

Date of Complaint: 06-02-2025 **Date of Visit:** 06-10-2025

[ ] 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 06/02/25 a concern was reported regarding YWCA of Black Hawk County Child Care in Waterloo. It is reported that on 04/18/25 a staff member drug a child out of a room and to the office by the child's arm. His feet were dragging.

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:

On 06/02/25 I made an unannounced visit to YWCA of Black Hawk County Child Care in Waterloo. I met with Margaret Hiesterman, in the business office. The incident occurred on 04/18/25 at approximately 1:20 pm. I was informed the child was in time-out several times on this date. He was asked several times to sit in a chair. D'Arci P. asked the child if he wanted to go to the office and the child refused to stand so D'Arci grabbed the child by the wrist and proceeded to drag him to the office. The child was limp because he was not going to help. The child's feet were dragging.

Ms. Hiesterman showed me the video recording of the incident. The child is seen sitting in a chair facing away from the class. He seems upset. He takes a shoe off and tosses it on the floor. D'Arci angrily stands up and grabs the child. She is seen holding the child's hand/wrist and he was on his knees and she was dragging him through the hallway/reception area all the way to the office in this manner.

D'Arci is no longer employed by the center.

Special Notes and Action Required:

109.12(2)a-d. Discipline does not allow for corporal punishment; punishment that causes humiliation, fear, pain or discomfort. Discipline does not allow for punishment or the threat of punishment associated with a child's illness, lack of progress in toilet training, or in connection with food or rest. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. VIOLATED. I reviewed video footage and observed D'Arci P. grabbing a child by the arm in the classroom and she is next seen on the video dragging the child by the hand through the hallway/reception area to the office. The child was on his knees and they were dragging on the floor.

Currently, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

Consultant's Signature:

Rebecca Frost

Date:

07-01-2025