Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: New Horizon Academy - Pella **Enrollment:** 120 **License ID:** 51267

Street: 308 SE 9th ST STE 100 **City:** Pella **IA** **Zip Code:** 50219 **County:** Marion

Mailing Address: 3405 Annapolis LN N STE 100

Mailing City: Plymouth **IA** **Zip Code:** 55447

Director's Name: Becky Iddings **Center Phone Number:** 641-316-7002

On-Site Supervisors: **E-Mail Address:** 3004@nhacademy.net

Date of Complaint: 08-25-2023 **Date of Visit:** 08-30-2023

[ ] 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 a staff member pushed a one year old into her chair. The child cried and gasped for air as a result.
Concerns that a staff member put a toddler into time out and made another toddler sit in her lap to the point the toddler was crying.
Concerns that a staff threw a toddler into a container.

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:

8/29/23 This worker received an email from Kelena Bonnell, Area Director. Kelena reported that a staff member had been suspended due to a report of inappropriate guidance.

8/30/23 This worker sent an email to HHS Hensley, who was also assigned an assessment regarding these concerns. HHS Hensley was on his way to visit the daycare. HHS Hensley will update this worker about his meeting and interviews.

9/12/23 This worker sent an email to HHS Hensley. HHS Hensley sent email stating the staff member has been terminated from employment. He viewed video footage of the reported incident.

9/14/23 This worker went to the daycare for an unannounced visit. This worker met with Becky Iddings and explained the purpose of the visit. The staff member who reportedly put a toddler in time out and forced a toddler to sit on her lap is M.T. This staff started in August 2023. Becky hasn't gotten any concerns reported to her about this staff.

This worker went to Todddler B. The room was not in ratio. The room was having rest time. There were eight toddlers with one staff. Three toddlers were awake. This was addressed with Becky, who showed this worker an Exception to Policy letter. The Exception to Policy letter expired on March 2023 and granted an exception for reduced ratio for thirty minutes or less and all children needed to be sleeping in toddler classrooms. Staff reported the classrooms have one staff during naptimes which can be up to an hour and a half.

This worker spoke with staff M.S. This staff stated she has observed staff M.T. put toddlers in time out a few times a day. M.T. also uses phrases like "if you can't play nice with this toy, I'm taking it from you" and she will take toys from the toddlers. A child was putting water in containers and M.T. put the child in time out for doing this. She modeled ways to address negative behaviors for children in the classroom and did not tell M.T. she should not be using time out as toddlers are too young to understand what time out is.

This worker spoke with staff K.B. She observed staff M.T. push a container of blocks and tell one child to pick them up. She observed M.T. put a child in time out for playing in water. M.T. forces children to sit on her lap during story time. The child cried the whole time.

This worker spoke with staff M.T. Staff M.T. said "sure" when this worker asked if she uses time out with toddlers. This worker explained that isn't an age appropriate and toddlers are too young to understand what time out is. This worker asked what other things she could use to help toddlers in the classroom. M.T. wouldn't answer. This worker told M.T. staff should model behaviors and teach toddlers through talking, modeling desired behaviors. This worker said toddlers should not be be disciplined and redirection should be used.

This worker spoke with Becky. This worker told Becky that staff gave consistent statements as to how M.T. was addressing toddlers and that this worker was concerned that M.T. was not knowledgeable with age appropriate ways toddlers should be taught and handled. This worker said M.T. did not show any remorse during the interview and was defensive. Becky said M.T. was probably embarrassed. Becky said she will make sure M.T. receives training for developmentally appropriate ways to manage toddlers.

Special Notes and Action Required:

109.12(2)b
Punishment which is humiliating or frightening or causes pain or discomfort is not allowed.
VIOLATION

HHS Hensley found a preponderance of evidence that a staff handled a one year aggressively. The staff picked up the child aggressively and then pushing the child while the child was sitting in a chair.

A staff member has been using time out with toddlers. The staff member also held a toddler forcefully on her lap during story time. These acts are developmentally inappropriate and caused toddlers discomfort.

Consultant's Signature:

Date:

10-20-2023

Melinda Larson, Child Care
Licensing Consultant