Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Downtown Cedar Rapids KinderCare **Enrollment:** 140 **License ID:** 51966

Street: 615 1st AVE SE **City:** Cedar Rapids **IA** **Zip Code:** 52401 **County:** Linn

Mailing Address: 615 1st AVE SE

Mailing City: Cedar Rapids **IA** **Zip Code:** 52401

Director's Name: Sara Schwerin **Center Phone Number:** 319-362-0207

On-Site Supervisors: Sarah Peters, Lauren Speth **E-Mail Address:** SSchwerin@kindercare.com shenry@kindercare.com

Date of Complaint: 04-18-2023 **Date of Visit:** 04-24-2023

[ ] 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:

On 4/18/2023, a complainant reported staff Allysa F picked up a 2yo child seated on the bottom step of the outdoor fire escape, had the 2yo child above her head, and then shook the 2yo child. The complainant reported staff Allysa F then picked up a second 2yo child seated on the outdoor fire escape and then plopped that 2yo child forcefully on the ground.

Licensing Rules Relevant to the Complaint:

109.12(2) Center shall have written policy on discipline of children which provides for positive guidance, with direction for resolving conflict and setting of limits.

Inspection Findings:

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Licensing conducted an unannounced visit to Downtown Cedar Rapids KinderCare on 4/24/2023. The following is based upon a face-to-face interview with director Sara Schwerin, observations while on-site, and a review of administrative items:

109.12(2) Center shall have written policy on discipline of children which provides for positive guidance, with direction for resolving conflict and setting of limits. Center does not use corporal punishment including spanking, shaking, or slapping. RULE VIOLATED.
- It is noteworthy that prior to this complaint being received, management had already reached out to licensing on 4/18/2023 to discuss this incident. Management acknowledged opening an immediate internal investigation including looking both 2yo children over and finding no injuries.
- During the internal investigation, Allysa F acknowledged picking up a 2yo child, moving the 2yo child from side to side above her head while saying do not sit on the fire escape steps. Allysa F went on to report both herself and the 2yo child were laughing. Allysa F admitted to setting the other 2yo child down roughly as that child was moving around and not positioning his/her legs in a good way. Management indicated Allysa F denied that she would intentionally hurt anyone. Allysa F was found to not be on the work schedule for a period of time.
- Ms. Schwerin reported the parents of both 2yo children were notified, incident reports were completed and both children continue to attend the program.
- Licensing and management discussed how KinderCare staff follow PBIS teachings including using positive redirection, refraining from times outs and utilizing "hot button" stress management techniques . Ms. Schwerin reported discipline policies and procedures were reviewed with Allysa F and will be reviewed with all staff. Ms. Schwerin talked about how KinderCare is seeking additional supports and resources from Child Care Resource and Referral (CCR&R) and AEA which will be shared with all staff.

Special Notes and Action Required:

Licensing supports the program's continued collaboration for child discipline resources and supports from CCR&R and AEA.

Ensure children are not sitting on the fire escape steps. Licensing supports installing some outdoor seating as there currently is none. This may help alleviate child desire to sit on the lower fire escape steps.

Install door alarms at the door leading in and out of the indoor large gross motor room to the fire escape and door at the top of the fire escape platform leading outside the center to the street. Please also collaborate with the fire marshal to determine if any gates could be placed near the fire escape (e.g. bottom of steps, in front of door leading to street).

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*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

*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:

Amy Lyons

Date:

04-27-2023