

CHILD CARE CENTER COMPLAINT

Name of Center:	Iowa's Child Early Learning Community	Enrollment:	217	License ID:	50547
Street:	135 E Douglas Ave	City:	Des Moines	IA Zip Code:	50313
County:	Polk				
Mailing Address:	135 E Douglas Ave				
Mailing City:	Des Moines	IA Zip Code:	50313		
Director's Name:	Tracey Bolin	Center Phone Number:	515-282-1729		
On-Site Supervisors:	Amanda Watkins	E-Mail Address:	tbolin@iowaschildelc.com		

Date of Complaint: 03-26-2025 **Date of Visit:** 04-09-2025

☐ 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:

It is alleged an unknown perpetrator (Iowa's Child Early Learning Community Daycare) was not properly supervising a child (age 3) and the other children at daycare, resulting in the child being bitten approximately four times by another child. There is concern staff were not closely supervising the children when this incident (s) occurred.

Licensing Rules Relevant to the Complaint:

109.9(2)e Files contain documentation of injuries, accidents or other child-related incidents.

109.10(10) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes: Minor injuries. Minor changes in health status. Minor behavioral concerns. Incidents resulting in injury to a child. Shall be verbally notified immediately when there is: A serious injury to a child. An incident resulting in significant change in health status. An incident includes child being involved in inappropriate, sexually acting out behavior. A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file. Serious injuries and deaths must be reported to the Department within 24 hours.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

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I was in contact with the confidential informant to verify concerns.

I contacted director/owner Tracey Bolin regarding the concerns; the director indicated awareness of the concerns; sharing having met with the child subjects family, learning incident reports completed by staff were not completed as required; so Tracey indicated retraining/coaching staff on the proper ways to observe for injuries a child and how/when to fill out an incident report. We discussed the child having bitten the child subject needing to be seen by a doctor and/or AEA regarding biting for evaluation for any needed special accommodations/interventions. The director indicated the child subject was moved to the next classroom. The director indicated some personal connections between family and staff that occurred outside the center setting. The director indicated also that this occurred in the gym/lunch room area; where there are not direct cameras.

I was notified on/about 3/26/25 that this concern would be addressed through a joint assessment with Child Protective Assessment with Child Protection Worker (CPW) Alaina Gage. I contacted CPW Gage to communicate steps I have requested be taken by the child care center to this point.

CPW Gage visited Iowa's Child Early Learning Center 3/29/25. CPW Gage documents having interviewed staff D that was present in the room when the child subject was bitten. CPW inquired with staff D about the number of children/staff in the room when this occurred; and the response was two staff, possibly 17 children. Staff D stated the child that had bitten had a history of having bitten staff as well. Staff D stated they had completed an incident report pertaining to this assessment and they had noticed this other child "kept attacking" the child subject. Staff D told CPW they grabbed the other child and sat this child between their legs for a couple of minutes. CPW confirmed with staff D having been aware of other instances the child had bitten the child subject on the same day. Staff D indicated to CPW having learned about other injuries to the child subject after having been bitten. Staff D acknowledged having received retraining as to the procedure to ensure to check over the child's entire body if staff have a documented injury. Staff D indicated also observing scratches upon the child's subject face resulting from a peer in the room scratching them. Staff D indicated seeking out the director to inform the director of the injuries.

Staff D told CPW Gage that another staff (Staff M) was nearby when this occurred. Staff M told CPW Gage the child subject (age 3) was on the floor with another child; when the child subject appeared to have been "clawed" in the face. Staff M indicated Staff D and Staff R were in the room when this occurred and that Staff D and R "broke it up".

CPW Gage notes speaking with the Director; who confirmed the child has been moved to another classroom. The Director told CPW Gage there was reviewed on the video [from adjacent angles] and no audio could be distinguished.

CPW Gage notes observing the child subject (age 3); and that the child is not able to verbally articulate regarding this incident.

CPW Gage and I completed an unannounced visit to the child care center 4/9/25 and met with staff R; who indicated the physical interaction between the child subject and the child that had bitten; occurred "by the sink" staff R believed. Staff R indicated he is not sure of all the names as Staff R works in several classrooms.

CPW Gage and I met with Blaine Bolin, owner, and did then observe the classroom and gym where the incident is reported to have occurred; Blaine was not sure to what sink staff R was referring. The gym is adjacent to several classrooms; and the room utilized as the lunch room; separated by a pony (half) wall, making observation of the entire room difficult due to the height of the pony wall.

4/23/25--I was notified the outcome of the CPS assessment as CONFIRMED, not registered, finding a preponderance of evidence staff D failed to provide proper supervision.

The staff described hearing the children having a physical interaction and later injuries resulted; specifically two instances of physical interactions occurred prior to staff separating the children. There is sufficient information that a licensing violation has occurred. The center is found to be NON-COMPLIANT with Iowa Administrative code 109.10(16)a. Staff shall provide careful supervision.

Special Notes and Action Required:

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The director would seek to have further medical or AEA evaluation of the child struggling with biting.

The Director provided follow up training/review for careful supervision of children with all staff.

The Director provided further training/retraining for staff completing incident reports; viewing the child's body to ensure the child's state and informing parents.

The staff cited as responsible for this instance is no longer employed by this child care center.

Consultant's Signature:

Maggie Gibson, SWIV

Date:

05-01-2025