

abuse, threats, or derogatory remarks about a child's family. COMPLAINT IS VALID. RULE WAS VIOLATED. During the interviews, one staff reported seeing Rosie V put the 4-year-old child subject to this complaint in time out. The staff stated when the time out didn't work, Rosie V held the child's hands between his/her back with one hand, pushed the child, and then tripped the child so he/she fell and hit the floor. Staff reported the 4-year-old child would then cry and Rosie V will respond by saying "Oops" while the other children in the classroom laugh. The staff reported seeing Rosie V do this to the 4-year-old child on two separate occasions. One staff reported seeing David C hold the 4-year-old child's hands behind his/her back while having other children yell at him/her. Two staff reported the 4-year-old child would scream, and David C would tell the other children it was "ok to scream back in (the 4-year-old child's" face". One of the those two staff reported seeing this happen 4 or 5 times. Two staff reported seeing two children throw the 4-year-old child subject to this complaint to the ground and kick and hit him/her. When Rosie V found out about it, one staff reported Rosie responded by saying she has no sympathy for the 4-year-old child because he/she is mean to a lot of the children in the class. The other staff reported Rosie said the children could hit the 4-year-old child as much as they wanted because he/she deserved it. One staff reported hearing Rosie V tell the 4-year-old child "I don't like you", "I don't want you here", and "I don't care if you come back". One staff reported David C will take the 4-year-old's personal items (including coat, blanket, shoes, etc.) and throw them outside or in the garbage. The staff stated the 4-year-old child eventually gets these items back. One staff reported David C tore-up pictures that the 4-year-old child had made during the day. One staff reported David C made comments that he was going to "ruin (the 4-year-old child's) pictures if (the 4-year-old child) didn't stop" what he/she was doing. The staff reported the 4-year-old child would then start crying and begging for his/her stuff back. One staff reported David C once trapped the 4-year-old child on his/her cot during nap time. The staff reported David C put a blanket over the 4-year-old child and tucked the blanket under the 4 cot legs. One staff reported hearing the 4-year-old child crying at nap time and hearing banging on the walls in the purple room at nap time. The staff reported David C would tell him/her that the 4-year-old child was banging on the wall. One staff reported hearing Rosie V tell the children she was going to call the office and "you guys are going to jail". One staff reported observing Rosie V get frustrated easily. The staff reported hearing the 4-year-old child yelling "I hate you" to Rosie V several times. Staff stated Rosie V then responded by saying "I don't like you either". One staff reported observing Rosie V place a different 4-year-old child (not the 4-year-old child subject to this complaint) in time out in the indoor large gross motor room from 4:15pm to 5:00pm. The staff reported observing that the child was ready to get up from time-out but indicated Rosie V would not allow the time out to be over due to "(the child) having an attitude". One staff reported Rosie V is the person in charge from 4:00pm until close. The staff indicated sometimes management leaves Rosie V to try and figure out scheduling including having to tell a staff to clock out for a while before coming back in order to minimize over-time. The staff reported this may be causing some animosity between staff resulting in false complaints

Rosie V talked about the 4-year-old child subject to this complaint stating he/she is a "difficult child". Rosie V stated, "It's hard when you're trying everyday but no matter how hard you try it sucks". Rosie V talked about being frustrated and having multiple conversations with management about the 4-year-old child's classroom behaviors which included displays of physical aggression, screaming, and running out of the classroom. Rosie V talked about how CART was involved. Rosie V reported using "time away from the group" rather than a "time-out" as a form of discipline. Rosie V denied giving any child a 30 minute time out. Rosie V stated she has had to call the director and/or the on-site supervisor to help. Rosie V stated the director and/or on-site supervisor usually just takes the 4-year-old child to management's office for a break. Rosie V acknowledged she does have the children put their hands behind their backs when transitioning from the classroom to various other areas in the center. Rosie V denied pushing and/or tripping any child. Rosie V denied telling any children that they were going to go to jail. Rosie V talked about a police officer who came to the center in the fall of 2013. Rosie V reported children did ask the officer about putting their hands behind their back before they go to jail. Rosie V talked about how several children asked that police officer why people have to put their hands behind their backs. Rosie V discussed how she believed the 4-year-old child may be confused. Rosie V then stated she has heard David C talk with the kids about them going to jail but she could not recall exactly what he told them. Rosie V denied seeing David C rip up any of the 4-year-old child's pictures. Rosie V reported that from 1:00pm to 2:00pm she takes her lunch each day. Rosie V stated on Monday, Wednesday, and Friday from 2:00pm to 3:00pm she has planning time outside the classroom. Rosie V talked about how this is usually the time the 4-year-old child has the most difficulty in the classroom. Rosie V talked about how the 4-year-old child would tell her he/she didn't like her. Rosie V denied that she said anything of the sort back to the 4-year-old child. Rosie V denied that she covered the 4-year-old child's face with a blanket. She then stated she only does what he/she asks me to. Rosie V reported observing David C put a child's personal items outside. Rosie stated David C did this to a different child than the one subject to this complaint. Rosie V talked about how she does not like physical contact with anyone including the children in her classroom. Rosie V then reported she does give all the children "high 5s" and "hugs" when they ask for them but does not typically initiate these things.

David C talked about the 4-year-old child subject to this complaint. David C reported the 4-year-old child screams at nap time. David C stated he has tried to calm the child by turning on music and/or rubbing the child's back. David C talked about the child having a pattern of needing to use the bathroom around 1:00pm each day. David C stated the child will start screaming within 10 minutes of using the bathroom. David C talked about how he now just calls the director when this happens and has the child taken out of the room. David C reported occasionally children do hit other children in the large gross motor room. David C denied that

he has ever encouraged this or that he has seen any other staff encourage the children to hit one another. David C reported he does draw pictures for the 4-year-old child and then the 4-year-old child colors them. David C stated he did take a couple to keep. David C denied ripping any of the 4-year-old child's pictures. David C denied throwing any child's personal items into the garbage. David C then stated he did place a child's blanket outside a few months ago. David C reported this child was not the 4-year-old child subject to the complaint. David C reported he eventually got the blanket and gave it back to the child. David C also reported to taking the 4-year-old child's shoes and placing them outside. David C stated he did tell the child's parent about this. David C reported he does cover the children up at nap time. David C stated he sets the blanket on top of the children. David C denied fully covering any child with a blanket and then putting the blanket underneath the cot's 4 legs. David C reported when the 4-year-old child subject to this report would scream, he would allow the other children to scream back. David C stated when the other children screamed back they might have been standing right next to the 4-year-old child. David C reported no one told him he couldn't have the other kids do this and he "didn't see a problem with if they yelled back". David C denied seeing Rosie V tell the other children to yell back at the 4-year-old child. David C stated he "...wished (the 4-year-old child) would be removed from the program...after so much (the 4-year-old child) has to go..." David C stated he did tell a child in the classroom (not the 4-year-old child subject to this complaint) that if the child didn't change his/her behaviors he was going to call the cops. David C reported Rosie V may have said something like this too but he couldn't remember. David C denied that he ever tripped the 4-year-old child subject to this report. David C also denied seeing Rosie V trip the 4-year-old child. David C talked about how he believed the whole situation was resolved now as the 4-year-old child subject to this complaint is no longer attending the center.

Special Notes and Action Required:

On 5/12/2014, Ms. Biddle reported that Waypoint - Park Ridge has established a plan of action to address the violations in this report. The plan of action includes the following:

- 1) Teachers will start filling out a request for classroom support when there is a concern. This is a new policy change.
- 2) In a classroom where there is a behavior concern, two observations will be done in the classroom. A behavior plan/teacher strategy plan will then be established within 1 week of the reported concern.
- 3) An all staff meeting will be held in June, 2014. During the all staff meeting, 1 hour will be dedicated to PBIS (Positive Behavior Intervention Support) training.
- 4) Waypoint - Park Ridge is changing part of the new staff orientation process to include NSO (New Staff Orientation) training.
- 5) Rosie V and David C will participate in Creating Positive Outcomes for Problematic Behaviors by ProSolutions within 2 weeks of receipt of this report. When PBIS training is offered in this area again, Rosie V and David C will also be participating in at least module 1.

Based upon the above, no further action is requested.

If you feel something is unclear or unjustly cited, please contact me (phone 319-892-6827; email alyons@dhs.state.ia.us <<mailto:alyons@dhs.state.ia.us>>) so that we may discuss the issue. If necessary, I can make a notation in your record. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report. If I have failed to provide for you any information discussed during my visit, please contact me and I will forward the information to you. Thank you.

Consultant's Signature:



Date:

05/13/2014