

**Iowa Department of Human Services
CHILD CARE CENTER COMPLAINT**

Name of Center: Glenwood Head Start Preschool	Enrollment: 27	License ID: 4165000001	
Street: 103 Central	City: Glenwood	IA Zip Code: 51534	County: Mills
Mailing Address: P.O. Box 709			
Mailing City: Harlan	IA Zip Code: 51537		
Director's Name: Penny Lingle	Center Phone Number: 712-527-2023		
On-Site Supervisors: Lesley Eggert	E-Mail Address: jmcdonald@wccaheadstart.org		

Date of Complaint: 4/9/2014

Date of Visit: 4/10/2014

Scheduled Unannounced NA

Non-Compliance with Regulations Found Compliance with Regulations Found NA

RECOMMENDATION FOR LICENSE

NO CHANGES to licensing status recommended

PROVISIONAL license from _____ to _____

SUSPENSION of License

REVOCATION of License

Summary of Complaint:

Informant states she saw the headstart class out for recess on 4-8-14 and that the children were lining up to go back in and both teachers were yelling at the children. One teacher pulled a child up from a kneeling position on the ground, and the other teacher came over and they each took an arm and pulled the child up and the child would not put her feet down so the teachers drug her about 10 yards across the concrete sidewalk and drug the child up the steps with their feet dangling and the child's knees hitting the steps. That child was 3-4 years old. Informant didn't know if the child had injuries. The staff continued to yell at the children all the way into the building. Informant called Kids Place director, Rhonda because she thought it was the staff and children from Kids Place. Rhonda told the informant that the staff and children were the Glenwood Head Start program.

Rhonda was aware of this situation as she intervened when the head start staff and children were coming in the building from playing outside, she said she heard a child screaming and had the child come in her office and gave her a Kleenex and got the child calmed down. Rhonda knew the child as that child is also enrolled in Kids Place. Rhonda said the child stayed with her for a few minutes while the two head start staff took the other children back to their room. Teresa came back and got the child in a few minutes.

Licensing Rules Relevant to the Complaint:

109.12(2) Discipline does not allow -- corporal punishment; punishment that causes humiliation, fear, pain or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family.

109.8(2)c Every child occupied program room has adult supervision in the room. Although the child was supervised, for a period of time the supervision was by someone else (Rhonda) other than head start staff.

Inspection Findings:

I made an unannounced visit to Glenwood Head Start on April 10th, 2014 to discuss the complaint. I met with Lesley E, Teresa H and Kris E. Lesley reported that the child in question wasn't dragged, she said that she held the child's hand and that Teresa held the child's other hand. She said she wasn't yelling, and she first said that she didn't know if the other staff was yelling and then said Teresa was talking in a normal voice. Lesley stated that she took the children back upstairs on the elevator, she was aware that the

child remained downstairs with Rhonda but said she didn't know if Teresa came up with her and the children.

Teresa initially reported that the child in question was having some behavior issues and the child went down to her knees, she said she held the child's hand and the other teacher held the child's other hand and they didn't drag the child. She said they should have stayed outside until the child calmed down. Teresa said when they were walking up the steps the child walked on her own and they weren't holding her hand at that time, she said there wasn't any pulling or dragging of the child. Teresa said her and the other teachers voice volume may have gotten a little louder but they weren't yelling. When they came into the building the director of Kids Place, Rhonda intervened a little and she said they stepped in the office downstairs until the child calmed down. She said Lesley took the other children on the elevator back up to the room.

Kris and I talked to the director of Kids Place on the phone and she stated that when the head start staff and children were coming back into the building from playing outside one child was screaming and she started talking to the child, Rhonda knows the child as the child is also enrolled in Kids Place. Rhonda had the child come in the office and gave her a Kleenex and calmed her down. Rhonda reported that the child stayed with her for a few minutes and that Lesley and Teresa took the other children back up to their room and then Teresa came back down to get the child in a few minutes.

Kris and I talked to Teresa again about her story of staying downstairs in Rhonda's office with the child until the child calmed down. Teresa then stated that she didn't stay downstairs with the child as she had originally said - she went back upstairs and then came back to get the child in a few minutes. She said she knows that she should have stayed downstairs with the child or handled it differently.

Special Notes and Action Required:

We talked about the possibility of having an issue with a child out on the playground and how they could have benefited from getting ahold of the third staff person who was in the building. Staff said they aren't allowed to have cell phones with them while working. Lesley said she wouldn't have a problem using her cell phone if needed to call the other staff person inside the building. Kris stated it would be okay under these circumstances to allow a staff person - Lesley to have her personal cell phone with her when they are outside to use in case of an emergency this was set up on a temporary basis.

I found out a few days later that Lesley and Teresa were terminated from the Glenwood Head Start program.

Non-compliance with regulations were found.

Please develop a safety plan for staff when they have children outside and the third staff person may be needed due to a variety of circumstances. They need to be able to contact an additional staff person to ensure safety of the children and remain in ratio.

Please review discipline policies and procedures with staff and ensure that discipline does not allow -- corporal punishment; punishment that causes humiliation, fear, pain or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family.

Consultant's Signature:

Date:

05/05/2014

