



who throws toys at other children daily, pushes other children down daily, climbs up on furniture, scratches staff daily, and kicks staff/other children daily. Staff reported the 2-year-old child does not respond well to positive redirection and often takes over 30 minutes to calm down. Staff reported most recently the child has started hitting himself/herself with hard toys. She reported there have been parents of other children who come into the room while the 2-year-old child is displaying some significant behaviors. Staff stated these parents have expressed concerns to them. Staff stated they have talked to the child's mother and persons in management. Staff stated they are stressed and feel as though nothing is getting addressed. Staff denied completing incident reports for each behavioral concern throughout the day. Staff stated they believed incident reports were only to be done if a child was injured. Ms. Winker is aware of this 2-year-old child. Ms. Winker stated she will talk with the child's family about CART (Child Care Alliance Response Team at 319-399-6746) and make a referral. Ms. Winker stated she will ensure staff are completing incident reports for injuries as well as behavioral concerns. Ms. Winker reported she will talk with staff in the 2-year-old room about stress management techniques. Ms. Winker reported she will also review the program's enrollment and discharge policies with the child's family. The program's discharge policy includes discharging a child who presents a safety hazards to himself/herself and others.

109.12(2)a-d. 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, food, or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family. COMPLAINT IS VALID. RULE WAS VIOLATED. Several staff reported observing 1-year-old room staff place infants in cribs for time out. Staff in the 1-year-old room denied this. Staff stated they remove an infant who is misbehaving from the group and sit with that infant for a short period of time in a corner away from the group. Ms. Winker reported she will talk with all staff about the use of positive discipline techniques

**Special Notes and Action Required:**

Please provide a written response to this report (within the next 30 days) as to when the above rule violations have been addressed with each staff. This could include notes from an all staff meeting. Please also consider contacting Cindy Heck with Child Care Resource and Referral (CCR&R; phone 319-538-8464). Ms. Heck can observe in the classrooms and provide suggestions on how to remedy the above rule violations. Ms. Heck can also provide you with a list of DHS approved staff trainings regarding positive behavior techniques.

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) <<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:**

12/05/2014