Iowa Department of Human Services
CHILD CARE CENTER COMPLAINT

Name of Center: Kornerstone Kids Child Care Center		**Enrollment:** 30	**License ID:** 4136000004
Street: 2967 US Highway 275	**City:** Hamburg IA	**Zip Code:** 51640	**County:** Fremont
Mailing Address: 2967 US Highway 275			
Mailing City: Hamburg IA	**Zip Code:** 51640		
Director's Name: Kelly Keasey		**Center Phone Number:** 712-382-1478	
On-Site Supervisors: na		**E-Mail Address:** kornerstonekids@live.com	

Date of Complaint: 5/9/2014 **Date of Visit:** 5/13/2014

[ ] Scheduled [X] Unannounced [ ] NA

[ ] Non-Compliance with Regulations Found [ ] Compliance with Regulations Found [X] NA

RECOMMENDATION FOR LICENSE

[X] **NO CHANGES to licensing status recommended**

[ ] **PROVISIONAL license from to**

[ ] **SUSPENSION of License**

[ ] **REVOCATION of License**

Summary of Complaint:

Complaint issues:
Chelci has a rude tone with children and yells a lot. She told one child to quit being a freaking baby. She has put a child in time out where there aren't visible in the room and her time outs are too long. Red marks were seen on a child's arms from Chelci grabbing the child. There were some comments regarding children being made to stand in the corner with their foot held up behind them and children being made to sit at a table with their head down. Reports of Chelci slapping her own child while at the center. Kelly showing favoritism to her sister Chelci.

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.

Inspection Findings:

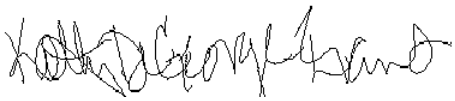
I made an unannounced visit to Kornerstone Kids Child Care Center on 5-13-14 to discuss the complaint. The director Kelly was on vacation. I talked to several staff during my visit including the previous director, Wendi Stenzel who continues to work at the center and is training the new director, Kelly.
There is stress and tension in the center. The center has undergone many changes in the last year or so with director changes, staff changes and the center has downsized and program rooms have changed.
I talked with Chelci, she said she is strict but not harsh or mean. She said the children know what they can and can't do when she is at the center. She explains things to the children and uses time outs according to a child's age. She said freaking baby slipped out and that other staff make comments but they don't get in trouble. She denies grabbing a child and leaving red marks. She said she didn't make any child stand in the corner with their foot held up behind them. She said she and Kelly are sisters and feels like she is being singled out.
Wendi Stenzel believes the complaints are exaggerated. She does suggest that staff could benefit from training regarding discipline.

Special Notes and Action Required:

It appears that the director will need to do some interventions such as training, staff meetings and team building as there is stress and tension present amongst staff.

I am recommending that staff receive training regarding discipline, please check with Child Care Resource and Referral to see what is available. There may be some PBIS (positive, behavior, interactive, support) training available.

It is not clear what is true and not true with the allegations and some of the information is second hand.

Consultant's Signature:

Date:
05/31/2014