

CHILD CARE CENTER COMPLAINT

Name of Center: Child Time Daycare Center	Enrollment: 105	License ID: 51913
Street: 1809 Central AVE	City: Northwood	IA Zip Code: 50459
County: Worth		
Mailing Address: PO Box 110		
Mailing City: Northwood	IA Zip Code: 50459	
Director's Name: Ashley Thompson	Center Phone Number: 641-323-7363	
On-Site Supervisors:	E-Mail Address: ashleyjean2005@gmail.com	

Date of Complaint: 09-15-2025**Date of Visit:** 09-15-2025
☐ 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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

A complaint was received that the center was substantially out of ratio earlier in the morning at approximately 9:00 AM with an estimated 20 children of varying ages in one classroom with only one teacher present.

Licensing Rules Relevant to the Complaint:

109.6(1) Centers with multiple sites have a qualified director or on-site supervisor at all sites. Information on the director's qualifications is submitted to the consultant prior to employment and is sufficient to make a determination. Center director meets qualifications or is "qualifiable" with a plan established to meet qualifications.

109.8(2) Ratio maintained in center as required: Brief absence of staff person permitted for 5 or less minutes when another staff person is present. At least one staff is present in every room where children are resting. If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained. Ratio in infant rooms is always maintained. When more than eight children are present on the licensed premises, at least two staff members shall be present. For a period of two hours or less at the beginning and end of the center's hours of operation, one staff member may care for eight or fewer children, provided no more than four of the children are under two years of age and there are no more than eight children in the center. Ratio exceeded for school-age children when school classes unexpectedly start late, are dismissed early, or cancelled. For no more than four hours, care is limited to children already in the program and licensed capacity is not exceeded.

109.12(4)a A safe and properly equipped area is provided for infants that does not allow for intrusion by children over two years of age. Children over age two who remain in the infant area are placed at the recommendation of a physician or AEA due to a significant developmental delay. Children are placed for a limited time with HHS approval if doing so does not pose a threat to the infants.

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109.12(4)e The provider shall follow safe sleep practices for infants under one year of age: Infants shall always be placed on their backs for sleep. Infants shall be placed on a firm mattress with a tight fitted sheet. Infants shall not be allowed to sleep on a bed, sofa, air mattress or other soft surface. No child shall be allowed to sleep in any item not designed for infant sleeping, including but not limited to an infant seat, car seat, swing, or bouncy seat. No toys, soft objects, stuffed animals, pillows, bumper pads, blankets, or loose bedding shall be allowed in the sleeping area with the infant. No co-sleeping shall be allowed. Sleeping infants shall be actively observed by sight and sound. If an alternate sleeping position is needed, a signed physician or physician assistant authorization with statement of medical reason is required and an expiration date.

109.13(3)c Children under six months held or fed in sitting-up position. Bottles not propped for any child, given to a child in a crib or left sleeping with a bottle. Spoon feeding is adapted to developmental capabilities of child.

Inspection Findings:

An unannounced visit was made to Child Time Daycare center on 09-15-25 at approximately 12:30 during the time when the children were napping. Upon arrival a visit was made to each classroom. When entering the Lullaby room which is designated for infants birth to 12 months of age 1 staff member, Carol, was present with 4 infants. It is noted that prior written documentation was provided which specified that Carol was not to be a caretaker in infant rooms in any capacity. Carol was feeding one infant, another infant was playing on the floor, and two infants were in cribs. Both infants in the cribs were observed to have bottles in the cribs with them. One infant was asleep and identified as being under 1 year of age. The other was awake and identified as being over 1 year of age. Another employee, Cindy, did enter the room and identified that she was the teacher assigned to the room and that Carol was a floater that had stepped in doing laundry and provided Cindy with a break to use the restroom, and on her way back to the room she opened the door for me when I arrived. Later during the visit when discussing concerns about the bottles being present in the cribs Cindy stated that she had been feeding the child that was awake when she left to use the restroom and had placed the child and the bottle in the crib as a means to help contain the child until she could return. Cindy did confirm that she had been the only teacher in the classroom that day with 4 infants. During the visit a 5th infant did arrive and Ashley identified that she would be the second teacher in the classroom.

In visiting other classrooms the Green room designated for infants 12 - 24 months had 7 children present with 1 teacher. The teacher present identified that she did have a co-worker assigned but that co-worker was on a lunch break. The teacher identified that there had been 8 children present throughout the day but 1 had left just prior to lunch/nap time. All 7 of the children currently in the classroom were observed to be on cots, and were sleeping. The teacher identified that 2 of the children that were currently present and sleeping were over 2 years of age. In visiting the Blue room which is designated for children 2-3 years of age there were 5 children present with 1 teacher. Cots had been set out for the children and while most were awake the teacher was encouraging them to lay down. The Purple room is designated for children 4-5 years of age but was closed and not in use. In visiting the Teal room is designated for Preschool and School Age children there were 14 children present with 1 teacher. The teacher identified that the children ranged from 3 - 5 years of age. The teacher did identify that 6 of the children were preparing to leave for afternoon preschool, and that 2 others would be returning from morning preschool when the bus arrived. The teacher identified that she was the only teacher assigned to the room and had arrived at 6:00 AM that morning. The teacher stated that she was one of 3 teachers that had arrived at 6:00 that morning and that there had only been approximately 6 children present when she arrived.

Ashley was able to provide child sign in, and staff assignment documentation for the day. The sign in documentation identified information consistent with what was reported by staff when visiting classrooms. It is noted that the child sign-in times do not appear to reflect a true indication of actual arrival times as many children were signed-in at the same time by staff in groups. The child sign-in documentation identified 4 infants assigned to the Lullaby room with Cindy Bass as the assigned teacher clocking in at 6:04 AM. The child sign-in identified 8 children assigned to the Green room with Hannah Horejsi the assigned lead clocking in at 6:55, and Sherri Christianson as the assistant clocking in at 7:56 AM. The child sign-in identified 8 children assigned to the Blue room with Allura Johnson the assigned teacher clocking in at 8:00 AM. The child sign-in identified 3 children assigned to the Purple room and 20 children assigned to the Teal and School Age Kids room with Taylor Elsbury as the assigned teacher clocking in at 6:00 AM. The child sign-in sheet does identify that 7 children sign-out of the center by 8:45 AM. The staff assignment documentation also showed that Ashley Thompson (director), Carol Hillman (Float), and Dani Metcalf (kitchen) were also clocked in at 5:15, 6:00, and 7:24 AM respectively and were not assigned to a specific classroom but available to provide assistance.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.6(1) Centers with multiple sites have a qualified director or on-site supervisor at all sites. -- Licensing Standards does state that the center director is responsible for the overall functions of the center, including supervising staff, designing curriculum and program administration. The director must ensure services are provided for the children within the framework of the licensing

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requirements. The center director must have overall responsibility for carrying out the program and ensuring the safety and protection of the children. Prior written notice was provided to the center dated 06-02-25 that specified, "Carol will continue to not be scheduled to provide care including respite breaks in classrooms serving infants." During the visit Carol was observed to be providing care in the Lullaby infant room and was identified as doing so to provide the assigned worker the opportunity to use the restroom. As the director Ashley was responsible to ensure that all staff were aware of the licensing requirements.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.8(2) Ratio maintained in center as required. -- The initial complaint identified that there were more than 20 children present at the center with only 1 staff. All staff denied that this had occurred. During the visit classrooms were observed to have ratio violations in the older infant Green room, and the Teal preschool/school age room. The Green room was identified as serving children ranging in ages from 1 to over 2 years of age. When observing the room there were 7 children present with 1 teacher. The children were observed to be napping and the teacher present stated she did have a co-worker in the classroom but that the co-worker had left for a lunch break. While licensing does allow that classrooms can reduce to one teacher in the room when children are actively resting it does specify that classrooms serving infants where are defined as children under 24 months of age must be maintained in ratio at all times. In addition the Teal room was observed to have 14 children present with 1 teacher in the room. The teacher confirmed that those same children had been in the room throughout the morning. The teacher identified that the children ranged in age from 3 to 5 years of age. Licensing Standards does allow that children 3, 4, and 5 years of age can be served in the same classroom but the staff to child ratio shall be maintained at 1:12.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.12(4)a A safe and properly equipped area is provided for infants that does not allow for intrusion by children over two years of age. -- During the visit the Green room which is identified as serving older infants that are 12 - 24 months of age was observed to have two children present that were identified as being over 2 years of age. When reviewing the child sign-in logs the documentation was consistent with the report of 8 children present in that room throughout the morning which would have included the children identified as being over 2 years of age.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.12(4)e The provider shall follow safe sleep practices for infants under one year of age. -- During the visit one infant identified as being under 1 year of age was observed to be sleeping in a crib with a bottle present. Other than the use of a sleep sack and simple pacifier Safe Sleep practices prohibit other items being present in cribs with children under 1 year of age.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.13(3)c Bottles not propped for any child, given to a child in a crib or left sleeping with a bottle. -- During the visit a child identified as being over 1 year of age was observed to in a crib with bottle present.

Special Notes and Action Required:

This complaint is SUBSTANTIATED for violation of the identified Licensing Standards. Recommendations regarding changing the licensing status to a 2nd Provisional License status, and other requirements will be addressed in a separate Licensing report.

Consultant's Signature:

Ray Salsbury

Date:

09-16-2025