Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Bright Beginnings Of Osceola County **Enrollment:** 108 **License ID:** 29564

Street: 921 1st ST NE **City:** Sibley **IA** **Zip Code:** 51249 **County:** Osceola

Mailing Address: 921 1st ST NE

Mailing City: Sibley **IA** **Zip Code:** 51249

Director's Name: Madison VanEngen **Center Phone Number:** 712-754-2166

On-Site Supervisors: Dawn Myers **E-Mail Address:** holly.hassebrock@osceolaregional.org

Date of Complaint: 12-03-2025 **Date of Visit:** 12-11-2025

[ ] Scheduled **[X]** Unannounced **[ ]** NA

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

RECOMMENDATION FOR LICENSE

[X] 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

On 12/03/25, the complainant reported concerns regarding a toddler who was not following directions and subsequently fell after being moved out of the restroom, causing a bruise to his forehead.

Licensing Rules Relevant to the Complaint:

109.12(2)a-d The center shall not use as a form of discipline:Center does not use corporal punishment including spanking, shaking, or slapping.Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Children shall never be locked in a room or closet. When restraints are part of a treatment plan for a child with a disability authorized by a parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint.Punishment or threat of punishment associated with illness, toilet training, or food or rest is not to be used.No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

Inspection Findings:

Iowa Department of Human Services

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On 12/04/25 I along with other HHS personnel completed an unannounced visit at this center. The following is based on face-to-face interviews with the Director Madison VanEngen as well as several other employees. We also completed observations of the daycare center and an administrative review.

09.12(2)a-d
The center shall not use as a form of discipline:

Center does not use corporal punishment including spanking, shaking, or slapping.
Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Children shall never be locked in a room or closet. When restraints are part of a treatment plan for a child with a disability authorized by a parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint.
Punishment or threat of punishment associated with illness, toilet training, or food or rest is not to be used.
No child is subject to verbal abuse, threats, derogatory remarks about child or child's family. RULE VIOLATED

Through evidence gathered it was determined that a staff member did try to get a child out of an area. The child was moved from the room by staff and fell, causing a forehead bruise. No medical care was needed

Special Notes and Action Required:

I completed a referral to the Child Care Resource and Referral consultant and the Child Care Nurse consultant to arrange training focused on appropriate supervision and positive interactions with children. The center director and staff have been very cooperative and engaged throughout this process.

Staff involved with this incident is no longer employed at this center.

Consultant's Signature:

Leann Steinhauer

Date:

01-05-2026