

CHILD CARE CENTER COMPLAINT

Name of Center:	Washington Community Y Cornelia S Day Child Care		Enrollment:	62	License ID:	24846	
Street:	821 N. 4th Ave.	City:	Washington	IA Zip Code:	52353	County:	Washington
Mailing Address:	816 N 2nd AVE						
Mailing City:	Washington	IA Zip Code:	52353				
Director's Name:	Shalon Hoyle		Center Phone Number:	319-653-3315			
On-Site Supervisors:	Samantha Frana, Kelly Reeves, Mallory Hennigan		E-Mail Address:	shoyle@washingtonty.org			

Date of Complaint: 05-18-2026**Date of Visit:** 05-19-2026
☐ 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:**

Unknown daycare staff at Washington Community Y Cornelia S Day Child Care is not providing supervision for a year old as he obtained broken skin and a fever requiring medical attention.

Licensing Rules Relevant to the Complaint:

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.

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

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The determination of this report was based on HHS personnel observing the child and meeting with the family, a review of incident reports and training records and the center biting policy. Other HHS personnel met with parent of the child and the child and observed the bite marks.

The Director provided incident reports of the four bites that occurred. Staff were in the room and present and were able to document each incident. HHS personnel met with the Director and staff on 5/19/26. They reported biting began in April. They shadow, remove children from the situation and employ other tactics to reduce biting. The room has at least 3 different workers. From 4/21 through June 1st there were 5 biting incidents: Involving the child named in the report were 4/21, 5/4, 5/12, 5/13. On 4/28 a child was bitten that was not the child named in the report.

HHS licensing attempted to contact parent of the child on 6/3/26 and 6/4/26 and left messages. No return contact was made.

- 1) 109.8(1) Staff Requirements: Persons counted as part of the staff ratio must meet the following requirements.
 - a. Staff persons must be at least 16 years of age.
 - b. Those staff persons who are under the age of 18 shall meet the following requirements:
 - (1) May not be the sole provider on the premises of a child care facility.
 - (2) Shall not provide transportation to children in care.
 - (3) If staff persons under the age of 18 are providing child care services without an adult, they shall only provide care to school-aged children.
 - (4) May be utilized for brief periods of absence as identified

Two minor staff in the room have worked alone with children younger than school age. VIOLATION

2. 109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. All of the bites were observed, but staff were not able to intervene in time. Children should be assigned to a particular staff in the room so careful supervision can be achieved. All bites were documented on an incident report. The program was employing techniques to attempt to decrease biting incidents. NO VIOLATION

Special Notes and Action Required:

Children should be split up during the day. The outdoor play area or areas in the school should be utilized whenever possible for gross motor or other activities. CCR&R provided biting resources to the program. The program must schedule an adult in each room that is not providing childcare to school age children. The Director agreed to do so.

Consultant's Signature:

Jill Seibert

Date:

06-04-2026