

CHILD CARE CENTER COMPLAINT

Name of Center:	Colts Corner Daycare Center	Enrollment:	52	License ID:	51980
Street:	503 4th ST NE	City:	Belmond	IA Zip Code:	50421
Mailing Address:	503 4th ST NE				
Mailing City:	Belmond	IA Zip Code:	50421		
Director's Name:	Maya Varner	Center Phone Number:	641-384-4499		
On-Site Supervisors:	E-Mail Address: ccdcbelmond@gmail.com				

Date of Complaint: 10-16-2025**Date of Visit:** 10-20-2025☒ 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 a child had wandered out of the center and was found approximately 20 minutes later at a local Dollar General store.

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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It is noted that a call was received from the center director, Maya Varner, to self-report the concern and actions taken by the center on 10-16-25. A time was scheduled to meet with staff the following Monday.

A scheduled visit was made to the Colts Corner Daycare Center on 10-20-25 where DHHS co-worker Jessica Muhlenbruch and I met with the employee identified as having been responsible for the classroom and the child identified at the time of the complaint. The teacher confirmed that she had been in the classroom alone at the start of the day as one of the opening staff with a group of mixed age children. The teacher stated that there were about 14-16 children in the classroom at the time of the incident. The teacher stated that the child's mother is also an employee of the center and the child left the classroom heading to where it was believed the child's mother was. The teacher stated that the child has done this to other teachers in the past as well. The teacher stated that she did call the child back to the classroom and tried to get the child to engage in a play activity in the classroom but the child ignored her and continued walking down the hallway. The teacher stated that because of the other children present in the room she did not feel she could leave the room and saw the child turn the corner at the end of the hall heading to where she and the child thought the child's mother was. The teacher stated that she did make the assumption that the child had gone to the mother and acknowledged that she should have messaged the child's mother on the center's communication application, but another child had an issue at that same time and she turned to deal with that. The teacher stated that she later found out that the child's mother was in a different room than where she normally is and the child left the building looking for her and was later found at a local store.

We did speak with the center director, Maya Varner who confirmed the same history and identified that changes in procedures that the center has implemented. Maya stated that the center will now have 2 staff present in the room during the opening hours of the day. The center will also separate the older and younger age children to maintain lower staff to child ratios until children and staff arrive that can allow for separation into their normal classrooms. The center has implemented a plan that if there is a concern regarding a child being lost or needing other assistance the staff will enter a "911 & Child's Name" code in the Brightwheel communication application to alert other staff. Maya later provided information regarding the child enrollment at the time of the incident. The sign-in information identified that there were 13 children of a mixed age grouping of 3 yoa, 4 yoa, and school age children present in the room with 1 teacher at the time the child eloped with the child identified in the complaint arriving at 7:18 AM, 4 others at 7:19 AM, and the child eloping from the classroom at 7:20 AM. The next teacher was scheduled to arrive at 7:30 AM.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 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 parties agree that there was a situation in which a child left a classroom presumably to seek out the child's mother who was also an employee of the center. All parties agree that the teacher in the classroom felt she could not leave the room due to needing to provide supervision to the other children present. All parties agree that the teacher did not notify the mother, or any other staff that the child had left the classroom, and had assumed the child reunited with their mother in another location of the center. All parties agree that the child had not reunited with their mother and had in fact left the building and wandered to a local business where the child was found approximately 20 minutes after having left the classroom.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 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.

-- Daily attendance documentation shows that at the time the child eloped from the center at 7:20 AM there were 13 children ages 3yoa - school age with 1 teacher present in the room, and other staff present in other classrooms. The allowable staff to child ratio for mixed age groups that include 3 year old children is 1:12. The planned attendance and staff schedule identified that the next teacher scheduled to arrive and be in ratio in the identified classroom was to be at 7:30 AM. At the time of the elopement the center was out of ratio, and would have continued to be so for a brief period of 10 minutes until the next staff member was scheduled to arrive.

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Special Notes and Action Required:

This complaint is SUBSTANTIATED for the identified licensing standards. The center has implemented the following steps to address the concern, and to reduce the risk of similar situations in the future.

1. The center will schedule 2 staff to be present in the classroom upon opening of the center daily programming.
2. The center will split children into smaller groups determined by age to lower the classroom staff to child ratio.
3. Future concerns of children leaving a classroom or needing assistance will be communicated immediately to all staff via the Brightwheel communication application using a format of stating "911 Child's Name".

A full license will continue at this time.

Consultant's Signature:

Ray Salsbury

Date:

11-06-2025