

CHILD CARE CENTER COMPLAINT

Name of Center:	Shining Bright Learning Center	Enrollment:	31	License ID:	52414
Street:	1300 Metro East DR STE 106	City:	Pleasant Hill	IA Zip Code:	50327
County:	Polk				
Mailing Address:	1300 Metro East DR STE 106				
Mailing City:	Pleasant Hill	IA Zip Code:	50327		
Director's Name:	Tammy Hinton		Center Phone Number:	515-265-0560	
On-Site Supervisors:			E-Mail Address:	tammy@radiantonline.org	

Date of Complaint: 07-14-2025**Date of Visit:** 07-15-2025☐ 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:**

Concerns reported staff don't feed infants on demand. Infants cry and are not fed until certain times that are on schedules.

Staff keep infants awake in the mornings and try to make infants be on the nap schedule with the rest of the daycare classrooms.

The center is moving all infants to the 2 year old classroom when they turn 2 years old, the infants are not being evaluated individually to see if it's appropriate.

Licensing Rules Relevant to the Complaint:

109.12(1) Program structure that uses developmentally appropriate practices and written program of activities planned to the developmental needs of children served. Program complements but does not duplicate school curriculum. Schedule of program is posted in a place visible to parents.

Inspection Findings:

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This worker went to the daycare and initially met with Tammy Hinton, director. The purpose of the visit was explained. Tammy stated the reported concerns are false. Tammy was concerned that the complaint was made in retaliation by someone who was recently let go and is making negative posts.

This worker went to the infant classroom, which is for mobile and non-mobile infants. The staff said the classroom has children up to eighteen months of age. Staff said at eighteen months, they move to the next classroom. There were nine infants and four staff working at the time of the visit. There were four infants and three staff sitting in a small area of the room that was enclosed with four panel dividers. Staff said three of these infants were non-mobile and one was mobile. This worker told Tammy and the staff that the small area divided wasn't developmentally appropriate and space needed to be allowed for all infants for the classroom. Staff said they had these infants enclosed as it was lunch time.

This worker observed a white board, which had names of all the infants written. Feeding times were written by the names. Staff said parents provide the feeding times for the infants. Most times were two to three hours for bottle fed babies. This worker asked staff what they did when infants were showing signs they were hungry and it wasn't time for them to be fed yet. Staff said they try to distract the infants and can usually hold the infants off. There are times they will feed infants early and they will let parents know this happens.

This worker asked about procedures for nap time for the classroom. Staff said the infants that were younger than one nap "one demands". Infants that were one and older take naps on coat and these infants have an afternoon nap. This worker asked how they handled infants when they were tired and were trying to sleep prior to their scheduled naptime. Staff said they would distract the children, they would play with them and generally children would get on the schedule pretty easily. This worker asked if staff communicate these nap procedures with families and staff said most families are agreeable and think things go well as far as the kids napping once in the afternoon.

This worker went to the classroom that has 18 months to 3. The staff stated they have children ages 18 months to 3, then children move to the next room. Staff said the young children do a good job in the room. Staff said there are sometimes the young children aren't quite ready to be in that classroom yet but most of them do a good job. Children automatically move to their room at 18 months. Most of the children are ready.

This worker met with Tammy a second time. This worker explained some concerns observed. Tammy said they do assess to make sure children are ready to move up to the 2's classroom. This worker said staff said that isn't what the practice is, as all children move to the 2's when they turn 18. . This worker expressed concerns that the developmental needs of each infant needs to be assessed and met and this worker is referring the center to CCR&R for consultation. Tammy agreed to meet with CCR&R. Tammy also said she would change how children are transitioning to the 2's classroom.

Special Notes and Action Required:

It is being recommended that the center work with CCR&R for education and support.

109.12(1)

Program structure that uses developmentally appropriate practices and written program of activities planned to the developmental needs of children served.

VIOLATION

HHS Rules state children ages 18 and older can move to the 2's classroom if it is developmentally appropriate and in the child's best interest. That is not how this center has been transitioning children from the infant classroom to the 2's classroom.

The infant classroom staff need to assess each child's needs and cannot place all children under a strict schedule. Every child is different and some may still need two naps at this young age. It is very important the center is providing care that is consistent with that every child's needs. If a child is showing signs they are hungry, staff need to be responsive and may attention to each infant's cues. Feeding on strict schedules can hinder proper growth and development.

Consultant's Signature:

Melinda , Child Care
Licensing Consultant

Date:

08-01-2025