

CHILD CARE CENTER COMPLAINT

Name of Center:	Shining Stars Child Development Center	Enrollment:	262	License ID:	26685
Street:	1250 NE 56th St	City:	Pleasant Hill	IA Zip Code:	50327
County:	Polk				
Mailing Address:	1250 NE 56th St				
Mailing City:	Pleasant Hill	IA Zip Code:	50327		
Director's Name:	Jana Lewis	Center Phone Number:	515-564-0507		
On-Site Supervisors:	E-Mail Address:		diannamarquardt@aol.com shiningstarscdc1@gmail.com		

Date of Complaint: 10-01-2025**Date of Visit:** 10-02-2025☐ 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 that on 10/1/2025, a staff member grabbed an eight year old child by the right arm, causing an injury.

Licensing Rules Relevant to the Complaint:**Inspection Findings:**

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10/1/25 Communication with HHS Brooke, who is also working on the case. Discussed complaint.

10/1/25 Email from Jana Lewis, director, and also a voicemail message.

10/2/25 This worker and HHS Brooke went to the daycare. Jana Lewis was available to meet. Jana was aware of the incident- and had already viewed video footage of the incident. Jana had also met with staff T.N. and staff had been put on administrative leave. The incident happened in the school age classroom. Children were lining up to get on the bus. There were approximately seven children getting ready to get on the bus going to Runnells. Jana had been told by a staff member that this child had marks on his arm. She reviewed video, saw pictures of the injury. She met with T.N., who did state he had grabbed the child to move him off a chair. The child was yelling into the four year old classroom. T.N. had asked him to stop and child didn't stop. Child was having a tough morning, as he took some medication late.

Jana hasn't had concerns with T.N. prior to this incident. Jana has known T.N. for many years. He has a very calm demeanor with the kids. The center's rule is there has to be a safety concern for staff to put their hands on children. Jana had enrolled T.N. for PBIS training and had thought a three day suspension initially but knew she would need to coordinate with HHS. She didn't believe T.N. would intentionally harm any child.

This worker and HHS Brooke viewed the school age classroom and the connecting four year old classroom. The doorway is open in the mornings so children can use the bathrooms in the four year old classroom as they are closer. The chairs that staff use to hold the door open were observed. The chairs are small, approximately twelve inches off the ground. These are the chairs that the child was sitting on.

This worker and HHS Brooke met with staff D.G-M. and explained the purpose of the visit. She works in the school age classroom. She works with staff T.N. sometimes. She has heard about the incident but does not know any details. She has found him to be a good staff, he communicates well with the kids and with parents. T.N. has done a good job managing kids' behaviors. The only time she has seen him touch children is by taking their hands to guide them to areas in the room.

This worker and HHS Brooke met with staff G.H. and explained the purpose of the visit. She is aware of the incident as she was told about it. She didn't seen anything happen between T.N. and the child. She has known T.N. for a long time. She sees him as a very genuine person who is really good with children and parents. She hasn't seen T.N. get frustrated with kids. She sees him using verbal redirection. She has seen T.N. make some facial expression when frustrated but that is it. This child has thrown toys when frustrated but she hasn't seen him become violent towards others.

This worker and HHS Brooke watched the video of the incident. This worker saw photos of the child's injuries.

Special Notes and Action Required:

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.

VIOLATION

The child has injuries on his right arm. The injuries were caused as a result of being grabbed by the staff member T.N. The incident was seen on video. The child stated what happened to him. Staff T.N. admitted to grabbing the child's arm.

The child was sitting on a chair, yelling at other children. The child was reported by T.N. as being disruptive but not hurting himself or others.

This staff member is not employed at the center at this time, as a result of the incident.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

10-22-2025