

CHILD CARE CENTER COMPLAINT

Name of Center: Child Time Daycare Center	Enrollment: 68	License ID: 51913
Street: 1809 Central AVE	City: Northwood	IA Zip Code: 50459 County: Worth
Mailing Address: PO Box 110		
Mailing City: Northwood	IA Zip Code: 50459	
Director's Name: Ashley Thompson	Center Phone Number: 641-323-7363	
On-Site Supervisors:	E-Mail Address: ashleyjean2005@gmail.com	

Date of Complaint: 05-12-2026**Date of Visit:** 05-14-2026
☐ Scheduled
 ☒ Unannounced
 ☐ NA

☒ Non-Compliance with Regulations Found
 ☐ Compliance with Regulations Found
RECOMMENDATION FOR LICENSE☐ NO CHANGES to licensing status recommended
☒ PROVISIONAL license from 05-14-2026 to 07-01-2026
☐ 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:

A complaint was received that the center has been out of ratio with examples being provided of exceeding maximum allowed numbers with 18 children or more with one staff in the school age room continually at the end of the day, the infant room having 10 infants with 2 staff in the morning until 8 AM on 05-11-26, a 16 year old employee (E) being scheduled as the sole care giver in the 1 year old infant room, and having a mixed age grouping of 3, 4, and 5 year old children where 15 children were present with 1 teacher despite Ashley having been informed that the maximum allowed ratio is 12:1.

It was also reported that the teacher in the infant room (CB) yells at the children, calls them names, and makes other comments and justifies it by saying the children don't understand. It was reported that Ashley is aware of the concerns and had a meeting with staff on May 3rd, or 4th telling staff that they cannot call older children names, or say negative things where the children would be able to hear.

It was also reported the lead teacher of the infant room brought a puppy into the center leaving the dog in a crib for the day on 05-04-26.

It was reported that Ashley does actively work to deceive the state licensing consultant when visits are made to the center telling staff to lie or they will be fired, engaging in actions such as turning lights on during nap time when the consultant arrives or is present but turning them off at other times, and other activities which she knows are not allowed.

Licensing Rules Relevant to the Complaint:

109.6(3)c Volunteer must undergo record check process if: It is included in meeting the required child/staff ratio. Has direct responsibility for a child or children. Has access to child or children when no other staff is present.

109.8(1)a All staff in ratio: At least sixteen years of age. Those staff persons who are under the age of 18 shall: Not be the sole provider on the premises. Not provide transportation to children in care. If staff person under the age of 18 are providing care without an adult, they shall only provide care to school-aged children. May be utilized for brief periods of absence (not to exceed 5 minutes) and scheduled nap periods for children over two years of age.

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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(12) Pets: Animals kept on site shall be in good health with no evidence of disease, does not pose a safety threat, and is maintained in clean manner. Documentation of current vaccinations shall be available for cats and dogs. Pets shall not be allowed in food prep or kitchen areas. Animals prohibited from being kept on site: ferrets, reptiles, turtles, birds of the parrot family.

Inspection Findings:

An unannounced visit was made to the Child Time Daycare Center on 05-14-26 where I arrived at 7:25 AM. All classrooms were visited upon entry and each classroom was observed to be in ratio. It is noted that postings were present regarding allowed ratios for each age group though the posting in the school age room contained some incorrect information identifying that combined groups of 3,4,5 year olds is based on majority age rather than the requirement of a maximum ratio of 1:12 when 3 year olds are present. Time was spent at the center reviewing all aspects of the program subject to licensing standards as part of the annual licensing review, and the complaint. While there were observed licensing violations of other issues those will be addressed separately in the annual licensing review and the current report will address those concerns identified in the complaint. It is noted that the issues of Ashley actively deceiving licensing and telling staff to lie, and of staff calling children names and making derogatory comments have been reported and evaluated in prior complaints. Ashley and all staff have repeatedly denied engaging in any of those actions, or being aware of any co-worker engaging in those actions.

The center does have a video surveillance system and Ashley was asked to show video from the dates identified in the complaint. Video from 05-11-26 was reviewed for the school age classroom at the end of the day after the school age children would have returned to the center. In viewing that classroom Ashley identified that there were 14 children present with the majority being 4 years of age with 1 teacher. Video of the infant room was also reviewed for that same end of the day timeframe and 1 teacher was left alone in the classroom with 6 infants for a period of more than 45 minutes though it is noted that during that timeframe one infant did leave part way through the 45 minute window. Video of the 2 year old classroom was also viewed which was in ratio but Ashley did note that one child present was less than 18 months of age though would be turning 18 months in the next week or two.

Video was reviewed for the date of 05-04-26 with a timeframe of the opening morning hours. The center does combine all children of all age groups into a single group at the start of the programming day with the children meeting in the young infant room. The video did show that at the time stamp of 7:30 AM there were 10 children with 1 teacher. The video did show that older children were allowed to leave the room to use the restroom unescorted, and the teacher would also leave the room unattended to answer the door and allow arriving families entry to the center. In continuing to watch the video there was a point at which an individual identified as the husband of the lead teacher (CB) arrived with a puppy that the children were allowed to observe and pet. While the husband and the puppy were present there was a period of approximately 10 minutes where the classroom teacher left the room and could be seen from another camera standing in the hallway visiting with other center staff leaving the visiting husband as the only adult present in the room. With regard to the puppy there is point where the puppy was placed on the floor and allowed to run freely through the classroom. The puppy did appear to be of a gentle disposition running and playing with the children with no indications of aggression. After a time the husband did leave but left the puppy at the center where it was placed in one of the cribs as a make-shift kennel. Ashley did confirm that the puppy had remained at the center for the day.

Ashley was asked about the 16 year old employee (E) that was reported to be the sole teacher in the infant room. Ashley stated that the employee, (EL), was no longer working at the center. Ashley did have file information for (EL) which identified a date of birth of 05-03-09, and that her last date of employment was 02-20-26. Ashley did confirm that (EL) had been assigned to provide care in the 2 year old classroom alone on at least one occasion in the past.

In speaking with Ashley and Matt they did note that the husband of the teacher for the infant room does often provide various forms of assistance to the center and is considered to be a volunteer. When asked for the file documentation for him as a volunteer including record check information Ashley acknowledged that she did not have any. Ashley also acknowledged that she did not have any documentation regarding the puppy nor that they were going to bring the puppy. It was also identified by both that Ashley had been acting in good faith and had believed that combined age groups could

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operate based on majority age, that staff under 18 years of age could be the sole caregiver in a classroom, and that children under 18 months of age could spend time in classrooms with older children for short periods to acclimate them to the room and that she had not been informed by licensing that they were not allowed. Matt and Ashley also identified that some of the concerns occurred on days when Ashley was not present at the center while addressing health concerns with a family member and a designated on-site supervisor had been left in charge but was not performing their responsibilities resulting in that individual being let go and who was now disparaging them and the center in the community. It was discussed that while each specific licensing standard may not have been expressly discussed with Ashley it is still the expectation that as the director she has read, is familiar with, and implements all licensing standards and requirements for operating the center including those times when she is not present and has identified another employee to be in charge.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.6(3)c Volunteer must undergo record check process if: It is included in meeting the required child/staff ratio. Has direct responsibility for a child or children. Has access to a child or children when no other staff is present.

-- An individual who was identified as the spouse of a teacher was observed to bring a puppy to the center and during the time the individual was present the teacher left the classroom such that the visiting spouse was the only adult present in the classroom. It was identified that this individual does provide a variety of services and supports for the center and is considered a volunteer. When asked for the file information for the individual Ashley confirmed that there was no documentation present.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.8(1)a All staff in ratio:

At least sixteen years of age. Those staff persons who are under the age of 18 shall: Not be the sole provider on the premises. Not provide transportation to children in care. If staff person under the age of 18 are providing care without an adult, they shall only provide care to school-aged children. May be utilized for brief periods of absence (not to exceed 5 minutes) and scheduled nap periods for children over two years of age

-- Ashley did confirm that a 16 year employee that is no longer with the center had been assigned to provide care in a classroom as the only teacher for a class of 2 year old children in the past.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.8(2) Ratio maintained in center as required.

-- In observing the center video surveillance footage there were several situations in which required staff to child ratios were not maintained. This includes situations in the preschool/school age classroom where age groups of 3, 4, and 5 year old children were present. While licensing does allow that these ages can be combined it does require that when 3 year old children are present the staff to child ratio of 1:12 will be maintained. Additionally if the group is comprised only of 4 and 5 year old children where licensing standards allow a staff to child ratio based on the majority age of the children present Ashley identified that the group observed in the video was comprised of a majority of 4 year old children which would still be a staff to child ratio of 1:12 where the observed group had 14 children present with 1 teacher. Licensing Standards also allows for a period of 2 hours at the start and end of the day where mixed age groups can be combined with only 1 staff present provided there are 8 or fewer children present with no more than 4 of those children being infants. Again in reviewing the video footage ratio was violated with 10 children present with only 1 teacher. Children were also observed to be left alone both by being allowed to leave the classroom unattended, or left in the classroom unattended when staff went to open the door to allow arriving families access to the building. Ashley also confirmed that an infant under 18 months of age was placed in classroom of 2 year old children. While it was reported that the child was within a couple of weeks of turning 18 months this would still be prohibited.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.10(12) Pets: Animals kept on site shall be in good health with no evidence of disease, does not pose a safety threat, and is maintained in clean manner. Documentation of current vaccinations shall be available for cats and dogs. Pets shall not be allowed in food prep or kitchen areas. Animals prohibited from being kept on site: ferrets, reptiles, turtles, birds of the parrot family.

-- In reviewing video footage it was confirmed that a family member of an employee brought a puppy into the center for the children to see and pet. While the puppy was observed to appear playful and of a gentle disposition with no display of aggression no prior arrangement was made for the animal to visit, nor was documentation regarding the disposition and health of the animal provided. The video did show that the puppy was allowed to freely run around in the classroom, and was later placed in a crib where the mattress and cover sheet were present as a makeshift kennel. Ashley did acknowledge that the puppy had spent the day at the center. It is also noted that while not listed as a separate violation the children did not have their hands washed after petting the puppy as would be required by licensing standard 109.10(6).

Special Notes and Action Required:

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Based on the information obtained this complaint is SUBSTANTIATED for violation of the identified Licensing Standards. The center is currently operating under 2nd Provisional License status due to prior licensing violations identified in annual licensing reports and substantiated complaint reports. A significant aspect of those violations involved the care of children in the infant room(s) resulting in the licensed capacity of the program being restricted to not allow for the attendance of infants under 1 year of age. The center did implement changes and worked with referred services to have that restriction removed and once again enroll infants under 1 year of age. While there were several licensing standards violated with the current complaint of more significant concern is that many of the issues involved infants and children under 12 months of age. These actions whether the result of a willful disregard for Licensing Standards or a simple failure to recognize and address concerns has continued to result in significant and on-going health and safety risks for the children attending the center. Given these concerns revocation of the center license was recommended by this consultant however alternatives were considered by HHS administration and an agreement reached that the provisional license status would continue.

Consultant's Signature:

Ray Salisbury

Date:

05-15-2026