

CHILD CARE CENTER COMPLAINT

Name of Center:	Washington Community Y Cornelia S Day Child Care		Enrollment:	60	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:	Nancy Gilchrist and Mallory Hennigan		E-Mail Address:	shoyle@washingtonty.org			

Date of Complaint: 12-18-2025**Date of Visit:** 01-05-2026
☐ 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:**

It is alleged that on 12/17/25, staff failed to supervise a 2 year old child, resulting in her being left in the classroom bathroom for approximately 30 minutes unattended while the remainder of the class was in the gym.

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.

109.11(1) The program room size shall have the following minimum square feet: 35 square feet of usable floor space per child. Rooms with cribs have 40 square feet of space per child.

Inspection Findings:

CHILD CARE CENTER COMPLAINT

The determination of this report was based on a review of training records, statements given from administration and staff, a review of the incident report, statements from mother of the child, an onsite visit to the center and an observation of the child by other HHS personnel.

The Director indicated this occurred when 4 year old children were transitioning from the school program to childcare. The 4 year old children come to the 2/3 year old room to use the restrooms. This exceeds capacity for this room and violates ratio which states 2 and 4 year old children cannot be combined during the day.

The center OSS and Director spoke with the mother at pick up and gave her the incident report. The father then messaged later that night.

HHS called mother of the child on 12/18/25. She expressed no other concerns with the childcare.

HHS interviewed the staff member identified by administration as the supervisor of the children and other staff members. Some staff indicated face to name procedures were not consistently followed.

HHS made a visit on 1/5/26. Restroom procedures were observed and discussed. Children should be supervised at all times. If staff needs assistance while toileting children another staff member must be called in.

1. 109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. A two year old child was left unattended for a half hour. The Director agrees to ensure all staff are following established protocols regarding assigned children to each staff member. VIOLATION This will be an ongoing task for administration to monitor if supervision procedures are being followed throughout the day.

2. 109.11(1) The program room size shall have the following minimum square feet: 35 square feet of usable floor space per child. The center exceeds capacity daily when four year old children are added to the 2/3 year old room. VIOLATION, now corrected The children have been moved to separate rooms so there are fewer children in each room, meeting capacity throughout the day.

3. 109.8(2) Ratio maintained in center as required. b. Combinations of age groups for children between three years of age and five years of age may be allowed with a staff of 1 to every 12 children. c. Children between 18 months and 3 years may be combined, if appropriate to the developmental needs of the child. If a child under 2 years of age is combined, the staff ratio of 1 to 7 shall be maintained, otherwise staff ratio may be determined by the age of the majority of the children in the group.

The center violates ratio daily when four year old children are added to the 2/3 year old room. Two year old children and four year old children may not be combined. VIOLATION, now corrected. Two year old children are no longer combined with children 4 years of age or older.

Special Notes and Action Required:

The staff that were still in the center met with the Director shortly after the incident. They met again the next day and all received formal write ups. They further reviewed emergency plans and procedures on 12/8/25.

Starting 12/18/25 through 1/9/26, one of the center managers or the Director will observe the classroom doing name to face counting at each transition. The staff will be required to use Brightwheel, in addition to the primary care cards to do name to face counting. When lining up for the gym, staff will now create two lines of students and separate staff will perform name to face counting for each line.

The Director made arrangements with the school to utilize a room in the school for the four year old children. Two year olds are not mixed with four year old children and up moving forward. Capacity will no longer be an issue. Capacity and ratio signs should be hung in each room. HHS made a technical referral to CCR&R on 12/18/25. CCR&R will work with the program on supervision and practices to assist staff to know names and number of children assigned. Consultant Copeland visited on 1/13/26 and observed the classroom. CCR&R will continue to work with the facility to ensure schedules, routines and supervision techniques are in place and utilized throughout the day.

Consultant's Signature:**Date:**

01-13-2026

CHILD CARE CENTER COMPLAINT

Jill Seibert