

## CHILD CARE CENTER COMPLAINT

|                             |                          |                             |                       |                     |       |
|-----------------------------|--------------------------|-----------------------------|-----------------------|---------------------|-------|
| <b>Name of Center:</b>      | Hand in Hand-35th Avenue | <b>Enrollment:</b>          | 180                   | <b>License ID:</b>  | 42652 |
| <b>Street:</b>              | 3524 35th Ave            | <b>City:</b>                | Marion                | <b>IA Zip Code:</b> | 52302 |
| <b>Mailing Address:</b>     | 3524 35th AVE            |                             |                       |                     |       |
| <b>Mailing City:</b>        | Marion                   | <b>IA Zip Code:</b>         | 52302                 |                     |       |
| <b>Director's Name:</b>     | Brooke Holub             | <b>Center Phone Number:</b> | 319-373-3363          |                     |       |
| <b>On-Site Supervisors:</b> | Jessica Sivertsen        | <b>E-Mail Address:</b>      | hih@handinhandinc.com |                     |       |

**Date of Complaint:** 10-23-2025 **Date of Visit:** 10-27-2025

☒ 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

**Summary of Complaint:**

In October 2025, complainants reported a 4yo child had inappropriate contact with other 4yo children when attending childcare. The complainants reported staff provided insufficient supervision.

**Licensing Rules Relevant to the Complaint:**

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:**

**CHILD CARE CENTER COMPLAINT**

On 10/27/2025, licensing along with additional HHS persons conducted a visit to Hand in Hand - 35th Avenue. The following is based upon a face-to-face interview with management, a review of internal and external administrative items, internal collaborative staffings, and observations while on-site:

**CONCLUSION:** The following rule was VIOLATED.

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

- 1). Information gathered corroborated a 4yo child exhibited reoccurring sexualized behaviors with other 4yo children.
- 2). Information gathered indicated not all staff in ratio and engaged in 4yo classroom tasks had knowledge of the 4yo child's reoccurring problematic behavior.
- 3). It shall be noted that management and staff talked with children in the 4yo classroom about safe touch, maintaining body bubbles, and personal space as well as created, purchased and read social stories to the 4yo classroom. Information indicated management followed mandatory reporting requirements, communicated with parents, commenced their own internal investigation, provided staff coaching, required staff in the 4yo room complete additional training, and exercised program disenrollment policies. Management acknowledged holding regular lead teacher meetings and all staff meetings to review a variety of topics and concerns including specific child behaviors. Management discussed how they will continue to increase and document efforts of communication to ensure all staff, including floater and part-time staff, are aware of each enrolled child exhibiting any reoccurring and/or problematic behaviors. Management also indicated decreasing valiant efforts to try and maintain enrollment for those with reoccurring and/or problematic behaviors.
- 4) The program is being cited because the center did not develop a sufficient behavior management plan to remediate behaviors resulting in numerous incidents of sexualized behaviors.
- 5). Corrective response has resolved all concerns. The center remains in good standing with a full license.

**Special Notes and Action Required:**

The center has identified and embraced the need to develop a communication plan so that all staff have heightened awareness of problematic behaviors. The center must continue to document incident reports and develop behavioral management plans for children displaying unsafe behaviors.

Licensing recommends contacting Child Care Resource and Referral (CCR&R) for continued assistance with these issues.

Based upon the above, no response to this report is requested.

\*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHHS Licensing Consultant to discuss the issue. The childcare director may also send a response which will be placed in the licensing file.

\*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHHS Licensing Consultant to inquire.

**Consultant's Signature:**

Amy Lyons

**Date:**

02-05-2026