

CHILD CARE CENTER COMPLAINT

Name of Center:	Precious Moments Montessori Preschool LLC	Enrollment:	48	License ID:	48778
Street:	2957 Center Point Rd NE	City:	Cedar Rapids	IA Zip Code:	52402
County:	Linn				
Mailing Address:	2957 Center Point RD NE				
Mailing City:	Cedar Rapids	IA Zip Code:	52402		
Director's Name:	Diana Pagan	Center Phone Number:	845-325-9125		
On-Site Supervisors:	McKenzie Halstead	E-Mail Address:	diana@supergleam.net		

Date of Complaint: 09-21-2026 **Date of Visit:** 09-21-2026

☐ 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 ☒ No

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

Summary of Complaint:

On 9/21/2026, a complainant reported owner/director Diana Pagan is not present for 6 hours daily and there's overall chaos at the center. The complainant reported Ms. Pagan doesn't know where child information is and struggles with CACFP paperwork. The complainant reported Ms. Pagan does not complete diet modification forms and action plans for children with special health cares and is not orienting all staff as to which children have special health cares. The complainant reported mealtimes are not developmentally appropriate as children walk around with food, children eat off other plates, children have their food on the floor, children get very little time to eat their food, children not given opportunities for seconds, and children are not supervised as they stack their own chairs after eating. The complainant reported food is not being cut into appropriately sized bites. The complainant reported the center's curriculum or program of activities does not support development of self-esteem, self-regulation, positive social interactions, communication skills, curiosity, problem-solving, creative expression, and gross motor and fine motor development. The complainant reported the center relies upon free play. The complainant reported infants are propped on Boppy Pillows which is safe sleep concerns. The complainant reported loud music plays and staff may not hear an infant in distress. The complainant reported the darkness of the room poses a physical hazard and may diminish developmental achievements. The complainant reported the center is not being maintained in a sanitary manner. It lacks cleanliness and is not properly maintained.

Licensing Rules Relevant to the Complaint:

109.6(2) Director or on-site supervisor on-site during the hours of operation or a minimum of six hours of center's hours of operation. Information on on-site supervisor's qualifications is submitted to the consultant prior to employment and is sufficient to make a determination. On-site supervisor meets qualifications or is "qualifiable" with a plan established to meet qualifications. Another responsible adult is clearly designated as the interim on-site supervisor if the on-site supervisor is temporarily absent from the center.

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. Sufficient cooling. Equipment placed in the program area is maintained so as not to result in injury to the children.

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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.

109.12(4)e The provider shall follow safe sleep practices for infants under one year of age: Infants shall always be placed on their backs for sleep. Infants shall be placed on a firm mattress with a tight fitted sheet. Infants shall not be allowed to sleep on a bed, sofa, air mattress or other soft surface. No child shall be allowed to sleep in any item not designed for infant sleeping, including but not limited to an infant seat, car seat, swing, or bouncy seat. No toys, soft objects, stuffed animals, pillows, bumper pads, blankets, or loose bedding shall be allowed in the sleeping area with the infant. No co-sleeping shall be allowed. Sleeping infants shall be actively observed by sight and sound. If an alternate sleeping position is needed, a signed physician or physician assistant authorization with statement of medical reason is required and an expiration date.

109.13(1 and 2) Center shall serve each child a full, nutritionally balanced meal as defined by CACFP guidelines. Staff shall provide supervision at table during snacks and meals. Children at center two hours or longer shall be offered food of not less than two hours and no more than three hours apart unless child is asleep. Menus shall be made available to parents and kept on file with substitutions noted. Avoid foods with high incident rate of causing choking.

Inspection Findings:

On 9/21/2026, licensing conducted an unannounced visit to Precious Moments Montessori Preschool LLC. The below is based upon a face-to-face interview with owner/director Diana Pagan, face-to-face discussions with various staff throughout the program, review of administrative items and observations while on-site.

CONCLUSION: Some rules 109.6(2), 109.13(1 and 2), 109.12(1), 109.12(4)e and 109.11(3)a were VIOLATED.

- Licensing, Ms. Pagan and staff reviewed rules pertaining to the requirement of a qualified director or on-site supervisor being routinely present daily for 6 or more hours. Ms. Pagan indicated she believes she has been on-site for at least 6 hours daily noting she does come and go often from the center throughout the day. Ms. Pagan noted she has obtained a different vehicle, and she no longer has personalized license plates so persons regularly driving by might not realize she's there. Ms. Pagan indicated staff MH who has been employed with the program for 9 years is the responsible person in charge when she's not present. Ms. Pagan talked about how the center does refer to staff MH as the on-site supervisor. Review of MH's file indicated MH does not currently qualify for the on-site supervisor role as she does not have documentation of current first-aid and CPR training. Ms. Pagan reported staff MH is scheduled to complete updated first-aid and CPR training on 10/10/2026, and how after completion, MH will officially request the on-site supervisor role in ipower. Ms. Pagan discussed how she will ensure she is routinely present daily for 6 hours or more until staff MH officially qualifies for the on-site supervisor role and is approved in ipower.

- Licensing and Ms. Pagan discussed alleged concerns related to her owning and operating both a licensed childcare (Precious Moments Montessori Preschool LLC - 48778) since 2017 and a non-registered home childcare accepting CCA (52712) since 10/11/2024. Ms. Pagan discussed the circumstances of how she came to open her non-registered childcare home in an effort to provide a single parent with a consistent familiar childcare experience for her one young child. Ms. Pagan reported the parent was a nurse whose schedule dramatically fluctuated between 1st, 2nd and 3rd shift hours. Ms. Pagan talked about offering this to the one child, for about 8 months, or until the parent's schedule became regular again. Ms. Pagan indicated she wants to keep her non-registered childcare accepting CCA home open in the event another child or family has a similar situation.

- Documentation reviewed included that on 6/18/2026 a CACFP administrative review was conducted. In response to that review, corrective actions were submitted to CACFP by Ms. Pagan, and on 8/25/2026, the center's CACFP review was closed. Ms. Pagan indicated items needing correction included portion sizes of milk to which she purchased different cups that have built in markings on them to help ensure the correct serving of milk is being offered each time. Information gathered indicates the program remains an active CACFP participant.

- On 9/21/2026, licensing perused all child areas during times that included afternoon snack routines. Snack included CACFP approved Cheeto-type snack and an assortment of additional crackers with milk. Several children were observed wanting seconds and received them. Staff were observed monitoring the food tables during food service. Licensing observed one toddler-age child, get up and begin to walk around with snack in-hand. Staff provided redirection to which the child sat back down. The center follows a 4-week rotating menu which is posted on-site. On 9/21/2026, licensing did not observe foods with high incident rates of choking to be served, and when asked, Ms. Pagan denied serving such foods to the children. Ms. Pagan indicated any foods that present as bigger bites are modified and any substitutions to the menu are noted.

- On 9/21/2026, licensing found one 11mo child to have a physician signed and dated anaphylaxis action plan which noted "unknown allergy, suspected wheat" with required rescue medication listed as Zyrtec and EpiPen Jr. On 9/21/2026, rescue medication found on-site for the 11mo child was an unlabeled without a prescription single EpiPen injector. On 9/23/2026, Ms. Pagan provided documentation of having obtained the labeled 2-pack EpiPen prescription for this child. On 9/24/2026,

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Ms. Pagan was reminded that Zyrtec was also required to be on-site as part of the 11mo child's anaphylaxis action plan. Licensing and Ms. Pagan discussed how a copy of the child's special medical plan and all rescue medication (Zyrtec and 2-pack EpiPen) are to be stored together in a place clearly visible to any staff caring for this child. Ms. Pagan and staff indicated the 11mo child currently only eats formula bottles prepared and brought to the center each day by the parent. Ms. Pagan talked about asking the parent for updated medical information including updated anaphylaxis action plan as the 11mo will be starting solid foods soon. Ms. Pagan is aware that a medical note is also needed if after the conversation, the family states the 11mo child no longer has an allergy. An updated medical note is then needed to document and confirm the 11mo child no longer has an allergy, no longer has a need for an anaphylaxis action plan, and no longer has required rescue medication. Ms. Pagan is aware if the 11mo child's family does not provide the additional medical documentation, the 11mo child may no longer attend.

- On 9/21/2026, licensing found one 4yo child to have a physician signed and dated asthma action plan. The center was found to have the 4yo child's required rescue medication on-site. The 4yo child also has a medical note indicating "...risk for hearing loss...". Ms. Pagan talked with the 4yo child's parent who explained the note allowed the 4yo child to obtain a hearing screening and speech assistance. Ms. Pagan and staff additionally reported the 4yo child is only eating soft foods. Ms. Pagan acknowledged she has reached out to the 4yo child's parents asking for updated medical information as to the need for soft foods (e.g. diagnosis, kinds of foods to be offered, nutrition considerations, plan for future review of this medical note). Ms. Pagan is aware if the 4yo child's family does not provide the additional medical documentation, s/he may no longer attend.

- On 9/21/2026, licensing observed a list of several children's names with food preferences to be posted in the kitchen. Licensing and Ms. Pagan reviewed policies and procedures for confidentiality of such postings. Licensing and Ms. Pagan reviewed her responsibility of ensuring every staff is aware of which children have special medical cares, what the special medical cares are and how staff are to accommodate each child with a special medical care.

- On 9/21/2026, licensing observed the infant space finding no Boppy Pillows. Documentation reviewed found one infant to have a medical note stating "...Due to acid reflux, please hold (the child) upright after feedings for 20-30 minutes. Please let us know if you have any questions or concerns regarding this request..." Staff reported the parent requested they use the Boppy Pillow and had provided it for the center. Licensing, Ms. Pagan and staff discussed how if the infant was not able to be held after each feeding for 20-30 minutes as the doctor's note requires, the center should not be deciding how to create an upright position by using a Boppy Pillow or other device. Licensing, staff and Ms. Pagan discussed having the parents provide additional medical documentation as to another way for the center to be able to have the infant remain in an upright position for 20-30 minutes after each feeding. Licensing, staff and Ms. Pagan talked about how the parent can choose to use a Boppy Pillow at home, but the center shall not assume increased risks associated with using the product in a manner the manufacturer does not intend. Ms. Pagan and staff agreed to no longer use the Boppy Pillow in an effort to keep the infant upright after each feeding and to talk with the parent about obtaining an updated medical note.

- On 9/21/2026, staff were able to verbalize how they follow safe sleep practices. When asked staff and Ms. Pagan denied allowing infants to sleep in Boppy Pillows, on the floor or in any infant device. Licensing also observed one infant placed on his/her back for a nap in a crib with no other items in the crib.

- On 9/21/2026, licensing observed sufficient lighting in all child areas. Licensing, Ms. Pagan and staff reviewed alleged lighting concerns. Discussion included the need for adequate lighting at all times, even during quiet rest/nap, to allow staff to provide careful supervision, help decrease hazards such as fall-trip hazards and to be able to safely evacuate if needed.

- On 9/21/2026, licensing observed appropriate noise levels in all child areas. Child friendly music was overheard playing at an appropriate level in one room. Licensing, Ms. Pagan and staff reviewed alleged elevated noise level concerns. Discussion included the need for an appropriate noise level at all times, including music and white noise machine, to allow staff to provide careful supervision and effectively communicate with children and persons in the building.

- On 9/21/2026, licensing observed evidence of previous days' work and child accomplishments displayed throughout the center. These displays included paper-plate toddler room painted apple crafts, preschool-age colored apples with cutting and glue work, a hallway entry collective artwork display of paper painted red apples with milestone green handprints for stems, unique individual-child created "This is Me" work with attached photo and favorites listed, and colored paper acorns. Licensing observed the newly completed October 2026 newsletter for families to include program reminders and information about proper outdoor attire for cooler days, upcoming Halloween festivities, the need to call if their child will not be present, and the need for families to provide diapers or pull-ups for their child as the center does not provide these. The October 2026 newsletter was also found to note "...Now that we are starting back up with learning time please make sure your child is here by 9am so that they don't miss any learning time. Please keep a lookout on the whiteboard by the front door regarding any updates regarding letter of the week!" Licensing and Ms. Pagan discussed alleged curriculum and programming concerns. Ms. Pagan indicated she's disappointed someone would make such a report. Ms. Pagan acknowledged how during the summer their curriculum is less structured but how they still have activities that promote literacy, weekly crafts, shape and color identification as well as much outdoor summer fun. Ms. Pagan emphasized how the children greatly enjoy their annual summer garden club.

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- Licensing, Ms. Pagan and staff discussed the center's policies and procedures for cleaning, sanitizing and disinfecting. On 9/21/2026, licensing also observed these processes happening. The October 2026 newsletter for families further supported their efforts stating "...If your child has a fever please remember that we have a 24 hour policy. Your child has to be 24 hour fever free before they can come back without the use of medicine to break the fever. The same goes for vomiting and or diarrhea. We want to have a smooth and safe sick season this year..."
- On 9/21/2026, while perusing the center, licensing and Ms. Pagan did observe a toddler-age child alone in the hallway restroom. There was a soiled diaper and pair of child cloth pants observed on the restroom floor. Ms. Pagan immediately addressed concerns with the toddler room staff. Licensing, Ms. Pagan and toddler room staff additionally reviewed ratio and careful supervision rules. Ms. Pagan and staff agreed how staff shall accompany children to and from the hallway restroom each and every time.

Special Notes and Action Required:

Ms. Pagan discussed how she is actively working with and seeking resources and support from Child Care Resource & Referral (CCR&R) Ashely Cram and Child Care Nurse Consultant (CCNC) Angela Easley. Ms. Pagan stated she wants to provide quality childcare and has recently submitted IQ4K Level 2 which is in review. Licensing forwarded this report to Ms. Cram and Ms. Easley so resources can continue to help Ms. Pagan with compliance, corrections and quality initiatives. Thank you.

Consultant's Signature:

Amy Lyons

Date:

09-24-2026