

## CHILD CARE CENTER COMPLAINT

|                                                                  |                                           |                                                  |
|------------------------------------------------------------------|-------------------------------------------|--------------------------------------------------|
| <b>Name of Center:</b> New Horizon Academy - Cottingham & Butler | <b>Enrollment:</b> 170                    | <b>License ID:</b> 52891                         |
| <b>Street:</b> 799 Locust St                                     | <b>City:</b> Dubuque                      | <b>IA Zip Code:</b> 52001 <b>County:</b> Dubuque |
| <b>Mailing Address:</b> 3405 Annapolis Lane N Ste 100            |                                           |                                                  |
| <b>Mailing City:</b> Plymouth                                    | <b>IA Zip Code:</b> 55447                 |                                                  |
| <b>Director's Name:</b> Jorie Douglas                            | <b>Center Phone Number:</b> 563-216-1254  |                                                  |
| <b>On-Site Supervisors:</b>                                      | <b>E-Mail Address:</b> 3011@nhacademy.net |                                                  |

**Date of Complaint:** 09-11-2026**Date of Visit:** 09-15-2026
☐ 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:**

Caller states every day at drop off between 7:30-8:15am and there will be 10 kids with two teachers, and the teachers say that there are more teachers coming. The morning of 9/11/26 there were 11 children with one teacher in a room with approximately 15 month old children. This has occurred almost every day, and it was also occurring in the infant room as well. This has been brought up with the center director who states they are working on it, and the staff can call if they are out of ratio.

Caller states that their child gets hurt all time, and staff do not know what happened.

**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.

**Inspection Findings:**

**CHILD CARE CENTER COMPLAINT**

The center was visited unannounced by the licensing consultant on 9/15/26 to discuss the reported concerns with the center director, Jorie Douglas, and center area director, Kelena Bonnell, and another staff. The staff person was spoken to individually.

109.8(2) Ratio maintained in center as required. VIOLATED

Information gathered indicates the center has been out of ratio. Jorie spoke to a parent on 9/11/26 about this concern. Jorie stated the staff did not call for assistance when they should have. Jorie spoke with the staff person who acknowledged she should have called but that things were busy. Jorie noted that drop off time is hectic as everyone drops off within a 15 minute time frame. Jorie was not aware of previous concerns discussed with this parent, however, Jorie stated she has only been director since August 2026 so that might have occurred with the previous director. Staff KF confirmed Josie's report of the incident. She stated it is not every day that they have ratio problems, but it has occurred more than just this incident. The center is cited with regard to ratio compliance.

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. NOT VIOLATED

Jorie stated the child had climbed on a chair, and as staff was headed toward the child, the child fell. Jorie stated the parent was allowed to watch video of the incident, but the parent wanted to watch video of the entire day, and the center does not allow this. Jorie located two incident reports for the child and provided those. Jorie was not aware of other incidents specifically. The center is not cited as there is not specific evidence of a licensing violation.

**Special Notes and Action Required:**

The center has been previously advised that ratio compliance is not negotiable. Parents shall not be allowed to leave their child at the center until the room is in ratio. This was again communicated to the center director, area director, and the staff who were spoken with at this visit. Staff shall ensure that they know the number of children they are responsible for and the corresponding ratio even at those busier times of the day when children are being dropped off and ratio is changing rapidly. The center director shall communicate these expectations to all staff and ensure there are procedures in place for staff to request additional staffing when it becomes necessary before being out of ratio. Staffing shortages may result in the center not being able to accept children into child care. Subsequent this visit, the center director provided correspondence on 10/2/26 for a staff meeting that took place on 9/30/26 where ratio requirements and protocols were discussed. The center director shall continue to monitor this closely to ensure ratio compliance and address any concerns immediately.

Supervision was generally discussed at the visit. The center is reminded to ensure that staff are placed throughout the room providing careful supervision and so that they can respond quickly to avoid accidents with children, especially toddlers who tend to be more prone to trips and falls.

**Consultant's Signature:**

Heidi Hungate

**Date:**

10-21-2026