

CHILD CARE CENTER COMPLAINT

Name of Center: Kiddos Childcare and Learning Center	Enrollment: 22	License ID: 52061
Street: 3516 Centerpoint RD NE	City: Cedar Rapids	IA Zip Code: 52402
County: Linn		
Mailing Address: 3902 Falbrook DR NE		
Mailing City: Cedar Rapids	IA Zip Code: 52402	
Director's Name: Sheryl Batchelder	Center Phone Number: 319-200-6613	
On-Site Supervisors: Sheryl Batchelder	E-Mail Address: nena_adams@yahoo.com	

Date of Complaint: 07-24-2025**Date of Visit:** 07-31-2025
☐ 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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

On 7/24/2025, a complainant reported staff Sheryl B grabbed a 2yo child by the back of the shirt moving the 2yo child from the chair to the floor causing the 2yo child's shirt to go up against the 2yo's throat. The complainant reported staff Sheryl B grabs children age 2yo-4yo by the arms forcing them to make eye contact with her, that she yells at children and that she puts children in the kitchen for time out. The complainant reported staff Sheryl B is often out of ratio having 12-13 children by herself. The complainant reported owner Nena Adams and staff Sheryl B do not make mandatory reports when children arrive smelling of marijuana.

Licensing Rules Relevant to the Complaint:

109.4(2) Postings are required for: The certificate of license. Notice of exposure to communicable disease. Notice of decision to deny, suspend, or revoke center license or reduce to provisional status. Mandatory reporting requirements. Notice of availability of the handbook. Name and contact information of the HHS licensing consultant. Program activities and menus. All postings shall be conspicuously placed at the main entrance of the center.

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.

CHILD CARE CENTER COMPLAINT

109.12(2)a-d The center shall not use as a form of discipline: Center does not use corporal punishment including spanking, shaking, or slapping. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Children shall never be locked in a room or closet. When restraints are part of a treatment plan for a child with a disability authorized by a parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint. Punishment or threat of punishment associated with illness, toilet training, or food or rest is not to be used. No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

Inspection Findings:

On 7/31/2025, licensing along with two additional DHHS persons conducted an unannounced visit to Kiddos Childcare and Learning Center (KCLC). The following has been determined based upon a face-to-face interview with owner Nena Adams, a face-to-face interview with combined director/on-site supervisor Sheryl Batchelder, a review of administrative items and observations while on-site:

109.12(2)a-d The center shall not use as a form of discipline: Center does not use corporal punishment including spanking, shaking, or slapping. Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Children shall never be locked in a room or closet. When restraints are part of a treatment plan for a child with a disability authorized by a parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint. Punishment or threat of punishment associated with illness, toilet training, or food or rest is not to be used. No child is subject to verbal abuse, threats, derogatory remarks about child or child's family. COMPLAINT NOT VALID.

RULE NOT VIOLATED.

- Ms. Batchelder denied grabbing children, pulling children's arms, and yelling at children. Ms. Batchelder denied grabbing any child by the shirt resulting in a child falling to the floor. Ms. Batchelder discussed how she does get down on child level verbally requesting the child look at her while she talks with them including when she's redirecting behaviors. Licensing, Ms. Adams and Ms. Batchelder reviewed rules pertaining to child discipline. Ms. Batchelder denied using any physical discipline. Ms. Adams denied that anyone has come to her with concerns about Ms. Batchelder's interactions with the children. Ms. Adams reported receiving much positive feedback from families about Ms. Batchelder including how their "...children love her..."

- Ms. Batchelder talked about a child who was displaying behaviors and acknowledged having the child sit in the kitchen away from the other children while she prepared food. Ms. Batchelder reported it was to keep the child safe as well as the other children. Licensing, Ms. Adams and Ms. Batchelder agreed that moving forward the kitchen will not to be used as a safe place for children during behavior redirection.

- It is important to note; licensing conducted the annual license inspection on 7/7/2025 perusing all child areas and finding staff-child interactions to be nurturing with staff using positive redirection when needed. On 7/31/2025, licensing again perused all child areas finding interactions to be nurturing.

109.8(2) Ratio maintained in center as required. COMPLAINT IS VALID. RULE IS VIOLATED.

- On 7/31/2025, licensing perused the center. All attending children were observed to be combined in the upper classroom having one teacher Ms. Batchelder present with a multi-aged group (4 children age 2yo, 4 children age 4yo and 2 children age 11yo) of 10 total children. Licensing, Ms. Adams and Ms. Batchelder discussed how the center was out of ratio. Discussion also included that management and/or staff shall never accept more children into the center at any given time then they have staff to accommodate.

109.4(2). Mandatory reporting requirements. COMPLAINT IS NOT VALID. RULE NOT VIOLATED.

- Ms. Adams discussed a recent internal investigation that commenced regarding smelling what was thought to be marijuana. Ms. Adams talked about how the internal investigation included questioning others and observing others (e.g. patrons, employees) as well as reviewing administrative items (e.g. employee signed statement, federal record check results) in effort to determine the origin of the smell. Ms. Adams discussed when she called one employee into the office, a vape fell out of that employee's pocket. Ms. Adams indicated as she began to review the center's tobacco including vape free policies with the employee, the employee picked up her vape and stated she quit before Ms. Adams had an opportunity to question her further.

- Information gathered indicated management and staff understand they are trained mandatory reporters.

- It shall be noted; one staff is no longer employed at the center. Ms. Adams believes that employee not only walked out creating a staff-child ratio but is also the source of this complaint.

Special Notes and Action Required:

CHILD CARE CENTER COMPLAINT

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:

08-08-2025