

CHILD CARE CENTER COMPLAINT

Name of Center:	CFI Child Development Center	Enrollment:	60	License ID:	27702
Street:	801 Forest Ave	City:	Des Moines	IA Zip Code:	50314
County:	Polk				
Mailing Address:	801 Forest Ave				
Mailing City:	Des Moines	IA Zip Code:	50314		
Director's Name:	Sara Rushing	Center Phone Number:	515-282-2193		
On-Site Supervisors:	Ann Sanchez-Ricon and Stephanie Smith		E-Mail Address:	sara@cfiowa.org	

Date of Complaint: 11-19-2025**Date of Visit:**
☒ 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 was reported that on 11/19/25, a three year old child who is also a medically fragile child and requires his colostomy bag emptied regularly and regular brief changes, was not changed at all by staff the nine hours the child was at the center This resulted in the child's colostomy bag being filled with air, pain to his genitalia and placed the child at risk of infection.

Licensing Rules Relevant to the Complaint:

109.10(1) Medications: The center shall have written procedures for dispensing, storage, and authorization, and recording of all prescription and non-prescription medications. Staff must be over 18 to administer medication. All medications shall be stored in original containers with physician or pharmacist directions. Labels should be intact and stored so they are inaccessible to children and public. Nonprescription medications shall be labeled with the child's name. For every day an authorization for medication is in effect and child is in attendance, there shall be a notation of administration including the name of medicine, date, time, dosage, given or applied, and the initials of the person administering the medication or the reason the medication was not given. For ongoing, long term medications, authorization shall be obtained for a period not to exceed the duration of prescription. Staff shall not provide medications to a child if pre-service/orientation training for medication management has not been completed.

Inspection Findings:

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On 11/20/25, this consultant made an unannounced visit to the center to inform the new director, Sara Rushing (as of 11/10/25) of the allegations. Sara's supervisor, Jennifer Sorenson, was also present. This consultant stated he and another HHS worker would be out sometime this week or next to interview staff members who worked in the child's classrooms. This consultant also requested staff members provide written statements in regards to the child and 11/19/25 specifically as it related to the reported concerns.

On 11/21/25, this consultant and HHS worker, Cassandra Stowe, made a scheduled visit to the center to interview staff (TG, TH, MS), review written statements, review staff files, and review the child's file. It was learned that there was actually quite a bit of discussion/training for staff done prior in regards to this child and his medical care plan as it related to his health care needs. Specific language also instructed staff to change the child's diaper every two hours and to check his colostomy bag. Center/Early Head Start nurse consultants were also involved in assisting staff as needed with training. Staff simply did not change the child's diaper on 11/19/25 and did not attend to the child's colostomy bag as needed. As a result, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(1) AS IT PERTAINS TO MEDICATIONS/MEDICAL CARE NEEDS.

It was noted that since this incident, the center and new director, Sara, have put in place safety protocols/procedures to prevent something like this from occurring in the future which includes better training for staff and an emphasis on communication between staff as it pertains to care of children. It was also noted that Sara had only been in the director's position for roughly one week when the complaint was received.

Special Notes and Action Required:

No further action is being taken at this time as it pertains to this complaint. The center director has a plan in place to hopefully prevent something like this from occurring again.

During the investigation, it was discovered that staff member, TH, and the SING check needs further evaluation from the HHS Record Checks Unit.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email Nathan.Knepper@hhs.iowa.gov so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.

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

Consultant's Signature:

Nate Knepper

Date:

12-23-2025