

## CHILD CARE CENTER COMPLAINT

|                                           |                                                  |                                              |
|-------------------------------------------|--------------------------------------------------|----------------------------------------------|
| <b>Name of Center:</b> Stevie's Busy Bees | <b>Enrollment:</b> 133                           | <b>License ID:</b> 52114                     |
| <b>Street:</b> 4502 Avenue O STE 18       | <b>City:</b> Fort Madison                        | <b>IA Zip Code:</b> 52627 <b>County:</b> Lee |
| <b>Mailing Address:</b> 4502 AVE O STE 18 |                                                  |                                              |
| <b>Mailing City:</b> Fort Madison         | <b>IA Zip Code:</b> 52627                        |                                              |
| <b>Director's Name:</b> Stevie Bethurem   | <b>Center Phone Number:</b> 319-250-9108         |                                              |
| <b>On-Site Supervisors:</b> Nicole Rife   | <b>E-Mail Address:</b> steviesbusybees@gmail.com |                                              |

**Date of Complaint:** 08-07-2025**Date of Visit:** 08-08-2025
☐ 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:**

The center is mixing age groups together in the rooms, ages 2-10. They have an "autism" room. Stevie and Nicole told parents that the teacher in the room is trained on restraints if needed. Most kids in this room are diagnosed with autism or other disabilities, with a few children having no diagnosis. The director put those few with no diagnosis in this room because she believes they too just need to be diagnosed.

**Licensing Rules Relevant to the Complaint:**

109.7(1) All staff (within first three months of employment):Iowa's training for the mandatory reporting of child abuse.At least one hour of training regarding universal precautions.Certification in First Aid infant, child, and adult cardiopulmonary resuscitation (CPR) or equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained.Certification in infant, child, and adult first aid that uses a nationally recognized curriculum or is received from a nationally recognized training organization including the American Red Cross, American Heart Association, American Safety and Health Institute, or MEDIC First Aid or an equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained.Minimum health and safety trainings, (Essentials) approved by the Department. If significant changes occur to content, the Department may require the training be renewed.

109.7(2) Center directors and all staff have the required contact hours of training.

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 presentAt 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.

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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:**

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The determination of this report was based on a review of training records, statements from the Director, PBIS Dawn Lero and the reporter, and observations by CCNC Amy Hayes.

HHS contacted the reporter. The reporter indicated parents touring the facility talked to the Director and OSS during the tour. They reported the center is mixing age groups together in the rooms, ages 2-10. They have an "autism" room. Stevie and Nicole told parents that the teacher in the room is trained on restraints if needed. Most kids in this room are diagnosed with autism or other disabilities, with a few children having no diagnosis. The director put those few with no diagnosis in this room because she believes they too just need to be diagnosed.

CCNC Amy Hayes visited the center on 8/7/25. She sent the following email regarding the room, "There were 4 children present, ages 3-6. They usually have 5 children with 1 staff member, Nicole. At the time of my visit, Dawn Lero from ISU Child Services was there. She stated she comes once a week and provides education, discusses curriculum, and helps with ideas centered around the room. The room was appropriate with set up and toys. We discussed meals and Nicole stated that the parents provide food/snacks according to what the children will eat. The center is not enrolled in CACFP, however they still must follow the guidelines, so food the center is providing is brought into the room at mealtime. Stevie told me they have diet modification forms on the children. Meals are served in each of the rooms, not just this one. Per Nicole and Dawn, the children in this room are not potty trained and as soon as they become potty trained, they move out of that room. When the children go outside for play, they are out at the same time as the other rooms and play with all the children.

HHS contacted the center on 8/8/25. The Director indicated the center does not have an "autism room:" Stevie indicated they have a "Cool Room" for children with needs different than a regular classroom. The Director stated five children are in this room. One two year old is mixed in with five year old children. She stated the maximum number of children in this room is 5 kids three days a week. One child is two, one child is three and three children are five years old. We discussed the allegation that staff in the center have been trained to do restraints. Stevie indicated the staff being referred to had CPI training from working at the school district. She said the staff with the specialized training never worked in the "Cool Room". We discussed that restraints are only allowable if it is written as part of a treatment plan. Stevie stated the staff no longer works in the center. She stated center staff do put a child in their lap to help them calm down and lightly hold them like a reverse bear hug.

Dawn Lero (PBIS) was also interviewed that date and reported the same.

1. 109.7(1) All staff (within first three months of employment):

Iowa's training for the mandatory reporting of child abuse.

At least one hour of training regarding universal precautions.

Certification in First Aid infant, child, and adult cardiopulmonary resuscitation (CPR) or equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained.

Certification in infant, child, and adult first aid that uses a nationally recognized curriculum or is received from a nationally recognized training organization including the American Red Cross, American Heart Association, American Safety and Health Institute, or MEDIC First Aid or an equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained.

Minimum health and safety trainings, (Essentials) approved by the Department. If significant changes occur to content, the Department may require the training be renewed.

109.7(2) Center directors and all staff have the required contact hours of training. Sixteen employees did not have the PD hours required. VIOLATION

2. 109.12(2)a-d The center shall not use as a form of discipline: 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. The center stated they sometimes use reverse bear hugs but not in an aggressive manner. The center was not aware reverse bear hugs could not be used as a calming method. Restraints can only be used for a child with a treatment plan, authorized by a parent and a psychologist or psychiatrist, and staff should received training on the appropriate use of the restraint. VIOLATION, now corrected

3. 109.8(2)b . Combinations of age groupings for children three, four, and five years of age may be allowed with a ratio of one staff member to every 12 children. Ratio maintained in center as required: The center has been mixing a two year old with five year old children during the day. VIOLATION, now corrected

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The Director moved the two year old child to the three year old room. The Director immediately communicated to staff that reverse bear hugs or holding a child on your lap in this manner as a calming technique is not an acceptable practice unless it is part of a specific treatment plan for the child. The program can reach out to Child Care Resource and Referral and their Child Care Nurse Consultant regarding ratio and classroom interactions, or any other questions at any time. They can also provide consultation regarding special needs or any health/behavioral issue. Other suggestions for the program include:

- a. Consider obtaining documentation for a special health need, and if possible approval of smaller classroom despite a greater age variance.
- b. Letter of support from the parents
- c. Letter of support from the community consultants (Child Care Resource and Referral and their Child Care Nurse Consultant)
- d. Establish policies to include thresholds of admission and discharge in this room
- e. Develop curriculum for these children. It can be individualized.
- f. Wait for children to turn three before considering placement into this room
- g. Child Care Bureau Chief Todd Savage offered Deborah VanderGaast as someone who may be interested in assisting the program a specialized room. Deb is a nurse consultant and a former director of Tipton Adaptive Care – specializing in disabilities, [dvandergaast@johnsoncountyiowa.gov](mailto:dvandergaast@johnsoncountyiowa.gov)

Technical referrals have been made to CCR&R to assist with helping the center get all staff appropriately trained and address other techniques for behavior management/modification. A technical referral has been made to CCNC Amy Hayes to assist the center with all children that may need written Care Plans.

Consultant Malia Love sent the following email on 8/20/25, "Hello Stevie, I hope this message finds you well. I wanted to bring to your attention that several staff members still need to complete the required HHS trainings as well as several staff including yourself who need to complete and keep up to date with their annual trainings. These trainings are essential to ensure compliance with the necessary regulations and to provide the best care for the children in your facility. I have attached a word document to this email with staff and what trainings they are missing.

HHS requirements state that a director and on-site supervisor complete 8 hours of training annually and all other staff complete 6 hours of training annually. These annual hours will be based off each staff's start date.

To assist with this process, please have your staff use the links below to access the required trainings, these should be staff's priority for those missing Essentials, MCART, CPR/First Aid or Universal Precautions:

Essentials Child Care Preservice

DS 169 Child Abuse Mandatory Reporter Training

2024-2025 Universal Precautions for Iowa Early Childhood and School-age Professionals (ONLINE)

CPR Certification & First Aid For Child Care Professionals

I will send another email with resources for trainings sites and TA guides for staff for the required trainings. If you have any questions or need further assistance, feel free to reach out. Thank you for your attention to this matter, and I appreciate your continued efforts in supporting your team and the children.

Malia Love  
Child Care Consultant  
Child Care Resource & Referral of Southeast Iowa  
Community Action of Eastern Iowa  
[mlove@caeioowa.org](mailto:mlove@caeioowa.org)

T: 563-271-0643  
500 E 59th St. | Davenport, IA 52807 | [www.iowaccrr.org](http://www.iowaccrr.org)  
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Funding provided by the Iowa Department of Health and Human Services through the Child Care and Development Fund

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**Consultant's Signature:**

Jill Seibert

**Date:**

08-20-2025