Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Panorama Daycare Center **Enrollment:** 73 **License ID:** 52454

Street: 1301 East Church ST **City:** Panora **IA** **Zip Code:** 50216 **County:** Guthrie

Mailing Address: PO Box 784

Mailing City: Panora **IA** **Zip Code:** 50216

Director's Name: Christine Litwiller **Center Phone Number:** 641-755-2541

On-Site Supervisors: Kristen Kilts and Marla Hammer **E-Mail Address:** panoramadaycarecenter@gmail.com christineah98@gmail.com

Date of Complaint: 10-29-2025 **Date of Visit:** 11-03-2025

[X] Scheduled **[ ]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] 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 10/29/25, two, roughly two year old children, left the center unsupervised while staff member, LS, was caring for them. LS did not know the children had left the building. The two children were found roughly an hour later petting a dog about a mile away and near a construction site.

Licensing Rules Relevant to the Complaint:

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:

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On 10/29/25, the owner/director of the center, Christine, contacted this consultant by phone to inform him of what had occurred at the center with the two children getting outside of the center. Christine stated that she was not at the center as she had the day off for personal matters, but was on her way to the center now. Christine stated that there was one staff and six children and they were headed to the hallway for children to use the restroom. One child is a known runner. This child and another child went into the front of the building and then out the front doors. Christine shared that there was video surveillance and this was reviewed at a later date by this consultant and HHS worker, Chad Tedrow. The police were contacted and the children were found roughly a mile away outside of a fenced in area where there were dogs. This consultant stated he would be in touch and set up a time to come to the center to follow up on this situation. Prior to going to the center, this consultant learned that the staff member in ratio and responsible for the children at the time of the incident, LS, had resigned.

On 11/3/25, this consultant and HHS worker, Chad Tedrow, made a scheduled visit to the center. LS previously agreed to meet HHS worker, Tedrow, and this consultant at the center to be interviewed. Tedrow and this consultant interviewed staff members, LS, Christine again, and on site supervisor, Marla Hammer. Tedrow and this consultant also reviewed the LS staff file. LS stated she did not review the handbooks upon hire or annually (started in 4/2024) and wasn't aware that there was a lost/abducted child policy. However, paperwork indicated otherwise as she had signed/dated a document on 2/3/25 indicating she read and understood the staff/parent handbooks which included emergency procedure protocols up to and including lost/abducted children . From interviewing staff members on emergency protocols and use of walkie talkies, it was learned that LS did not follow protocols. LS also stated she was aware that one of the children involved was a known runner. Staff are supposed to keep any children with behaviors (such as running) next to them. LS stated the child who was a known runner to her and other staff, was more in the middle of the line when headed to use the restrooms.

Because LS didn't follow protocols for supervision, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(14)A AS IT PERTAINS TO SUPERVISION OF CHILDREN.

Special Notes and Action Required:

It is recommended that monthly staff meetings be held and that at the next one, a review of this incident and lost/abducted children protocol.

Although there is a lost/abducted child policy in the center handbooks, they should also be added to the center's Emergency Preparedness Plan.

Some of the steps the center has taken to hopefully prevent something like this from occurring again include:
1. Staff retraining on how to take children out of the classrooms and what to bring with you (walkie talkies, etc.).
2. Use of a buddy rope system for younger children.
3. A half door was installed between the hallway and the front of the center.
4. New door handles on the main doors used to enter and exit the center.
5. Sensors at the front doors.

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:

12-01-2025