

CHILD CARE CENTER COMPLAINT

Name of Center: Hiawatha KinderCare	Enrollment: 88	License ID: 51965
Street: 1771 Boyson Square DR	City: Hiawatha	IA Zip Code: 52233
County: Linn		
Mailing Address: 1771 Boyson Square DR		
Mailing City: Hiawatha	IA Zip Code: 52233	
Director's Name: Shanna Jensen	Center Phone Number: 319-832-1402	
On-Site Supervisors: Maggie Harbaugh	E-Mail Address: Shanna.Jensen@kindercare.com Jeremy.Todd@Kindercare.com	

Date of Complaint: 05-25-2026**Date of Visit:** 06-03-2026
☐ 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:**

On 5/25/2026, a complainant reported staff MH and SB were not adequately providing foods to a 1yo infant, not documenting the 1yo infant's daily consumption of foods properly, and using a crib to confine the 1yo infant during meals. The complainant reported believing staff are withholding food from the 1yo infant due to being a picky eater and throws food on the floor and that staff are not aware of what foods the 1yo infant could eat. The complainant reported staff are placing food directly on the table which is a concern for hygiene as well as not developmentally appropriate.

Licensing Rules Relevant to the Complaint:

109.9(3) Daily written records are maintained for each child under two years of age and include: The time periods in which the child has slept. The amount of food consumed and the times at which the child has eaten. The time of and any irregularities in the child's elimination patterns. The general disposition of the child. A general summary of the activities in which the child participated.

109.13(3)a Children under 12 months fed on demand, unless other written instructions from parent. Infant CACFP menu patterns followed and appropriate to the infant's nutritional requirements and eating abilities. Special formulas given to child with feeding problem if prescribed by physician.

Inspection Findings:

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On 6/3/2026, licensing conducted an unannounced visit to Hiawatha KinderCare. The below is based upon discussion-correspondence with director Ms. Jensen, discussion with on-site supervisor Ms. Harbaugh, review of administrative items and observations while on-site.

CONCLUSION: Rules 109.9(3) and 109.13(3)a were VIOLATED.

- It is important to note, Ms. Jensen discussed becoming aware of concerns over the 5/15/2026 weekend and how an immediate internal investigation commenced on 5/18/2026.
- Information gathered indicated the 1yo infant had not received all 3 meals per day when in the care of staff MH and SB. When asked by management, MH and SB had talked about how the 1yo infant would not eat. Management reminded both staff they had recently received training on the use of KinderCare's App on how to log foods consumed to indicate "none, some or all" for each food item that was given for all 3 meals per day. Additional information from other staff who had been in the room while covering meal breaks indicated MH and SB had told them the 1yo infant won't eat and to just put the 1yo infant in her/his crib after s/he eats a bottle for naptime.
- Licensing and management discussed follow-up actions. Two staff are not working at Hiawatha KinderCare. Other staff involved were retrained on reporting procedures as they had not intervened and not immediately come to management with mealtime concerns. Management indicated the 1yo infant continues to attend the center having been assigned to a different infant room. On-site supervisor Ms. Harbaugh reported the family is happy with their response.

Special Notes and Action Required:

Based upon the above, no response to this report is requested.

Consultant's Signature:

Amy Lyons

Date:

06-04-2026