

CHILD CARE CENTER COMPLAINT

Name of Center: Child Time Daycare Center	Enrollment: 72	License ID: 51913
Street: 1809 Central AVE	City: Northwood	IA Zip Code: 50459
County: Worth		
Mailing Address: PO Box 110		
Mailing City: Northwood	IA Zip Code: 50459	
Director's Name: Ashley Thompson	Center Phone Number: 641-323-7363	
On-Site Supervisors: Allura Johnson	E-Mail Address: ashleyjean2005@gmail.com	

Date of Complaint: 02-23-2026 **Date of Visit:** 02-26-2026

☐ Scheduled ☒ Unannounced ☐ NA

☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

☐ NO CHANGES to licensing status recommended

☒ PROVISIONAL license from 07-01-2024 to 07-01-2026

☐ 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:

A complaint was received that the center is frequently out of ratio with as many as 70 children attending with only 4 staff present with a report that the center was scheduled to have those numbers present on the day of the complaint, (02-23-26). It was further reported that staff in the infant room are feeding infants regular table food but telling parents they are not doing that. It was also reported that staff, specifically the infant room lead teacher, Carol, yell at and threaten children.

Licensing Rules Relevant to the Complaint:

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.

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.

109.12(4)a A safe and properly equipped area is provided for infants that does not allow for intrusion by children over two years of age. Children over age two who remain in the infant area are placed at the recommendation of a physician or AEA due to a significant developmental delay. Children are placed for a limited time with HHS approval if doing so does not pose a threat to the infants.

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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:

An unannounced visit was made to the Child Time Daycare Center on 02-26-26 where I met with the center director Ashley Thompson. Ashley was informed of the complaint and a tour of the center was made. Each classroom was visited, and it is noted that the visit occurred during the early afternoon while the children were napping. Each classroom was observed to be in ratio with 2 teachers present with 7 infants, 1 teacher present with 4 toddlers, 1 teacher present with 7 two year olds, and 1 teacher present with 10 preschool children. In addition to the staff present in the classrooms Ashley and Allura were also available to provide assistance or step into ratio if needed. Safe sleep practices were observed to be followed for infants that were sleeping in cribs.

I was able to speak with all staff during the visit and each provided consistent and credible statements that the numbers of children currently present in their classrooms was indicative of their typical attendance. All denied that they have been out of ratio at any time recently or since the first of the year. All denied that they have yelled at or threatened any children. All denied that they have heard any other staff yell at or threaten any children. All did acknowledge that they have heard staff raise their voices but described this as a means to be heard over the general noise of the classroom and never in an angry tone or threatening manner. Staff providing care to infants did confirm that they were providing solid foods to several of the infants attending the center but that the parents had provided approval for staff to introduce solid foods.

The center does have a video surveillance system which does monitor all classrooms visually but does not provide audio. During the visit I was able to review the video, and sign-in documentation for the 02-23-26. In reviewing the video it was observed that in the 2 hr period at the start of the programming day the center had all age groups combined in the infant room serving infants 0-12 months of age. During that time the employee, Carol, who has previously been prohibited from providing care to infants (children 0-24 months of age) per a formal Corrective Action Plan (CAP) was observed to be in the room providing both general supervision, and direct care activities including a diaper change to an infant. After additional staff arrived and the children separated into age group classrooms a child that was identified as 5 years of age continued to remain in the infant room. Ashley stated that she was not certain why that child remained in the classroom and should have departed with other older age children.

Ashley did acknowledge that Carol was present in the classroom and providing care and she was not certain why she was there as she is not scheduled in that classroom. Ashley did state that Carol does have a grandchild that attends that class and did inquire about her ability to spend time with that child as a visiting family member. It was discussed that the distinction would be that if an employee is at the center and "clocked in" for scheduled coverage, and the child was signed in as an enrolled attending child then they would be considered to be operating in official capacity as staff and student and both subject to all requirements of Licensing Standards, and center policies irrespective of familial relationship. In order to be considered a visitor the employee would have to be "clocked out" at which point they would then be subject to the restrictions of any other approved visitor.

Ashley was able to provide contact information for the parents of the 3 infants identified as being provided solid foods. Calls were made to each of the parents and messages left requesting return calls. The parents of two of the identified children did return the call and were informed of the complaint and concern reported of their children being provided solid foods without notice or consent of the parents. Both sets of parents confirmed that they had spoken with the staff of the daycare and given approval, and instruction about introducing solid foods to their children. Both stated that they had no concerns about the care being provided to their children.

It is noted that this center has been operating under a formal corrective action plan (CAP) since October of 2025. As part of that CAP unannounced drop in visits have been made to the center monthly and visits made in November and December were documented in prior addendum, or other licensing reports. Additional visits were made 01-09-26, and 02-10-26 during which each classroom was visited. In each visit the center had been in substantial compliance with the CAP regarding implementation of Infant Safe Sleep requirements, and each classroom was in ratio.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 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.

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* 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.

AND Licensing Standard 109.12(4)a A safe and properly equipped area is provided for infants that does not allow for intrusion by children over two years of age. Children over age two who remain in the infant area are placed at the recommendation of a physician or AEA due to a significant developmental delay. Children are placed for a limited time with HHS approval if doing so does not pose a threat to the infants.

-- While the center did maintain ratio in each classroom as required by age as determined by observed occupancy, and center attendance data it was observed on video surveillance that one employee, Carol, who had been specifically prohibited from providing care to infants per prior agreement was present in the infant room providing care to the combined age classroom, and also engaging in direct care activities including changing an infant's diaper. It was also observed that all age groups had been combined during the initial 2 hours of operation with programming being provided in the infant room. Later after additional staff arrived at approximately 8-8:30 AM the children were separated by age group however one child identified as being 5 years of age remained in the infant room.

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of Licensing Standard 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.

-- All staff provided consistent and credible statements that they have neither used, or nor observed or heard any other employee use any form of prohibited discipline. Staff were specifically asked about the concerns of yelling at and threatening children. Several staff did acknowledge that they and others do sometimes raise their voices as a means to be heard over the general volume of noise from the children's play. All denied ever engaging in or hearing any staff raise their voice in an angry or frustrated manner. All staff denied ever engaging in, or hearing any other staff threatening, demeaning, or swearing at children.

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of Licensing Standard 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.

-- All staff providing care to infants identified that solid foods are not introduced to children until it is developmentally appropriate and parents have given approval. During the visit three younger infants of approximately 1 year of age were identified as being provided solid foods, but the parents had given permission verbally but not in writing. Contact information was provided for those children and the parents of two of the children did return a request for a return call. The parents of both children confirmed that they had spoken with staff of the daycare and given approval and instructions on introducing solid foods to their children. None of the parents identified any concerns regarding the care that their children were receiving.

Special Notes and Action Required:

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This complaint is SUBSTANTIATED for violations of ratio related to an employee providing care in ratio with an age group that they were prohibited from as part of a prior corrective action plan, and for having children over 2 years of age in the infant room. The center is currently operating under a provisional license, and corrective action plan. Both will remain in effect. The following required actions shall be implemented.

REQUIRED:

1. The center shall review with all employees either individually or in a group setting and maintain documentation of acknowledgement that when employees are present at the center and working as part of their scheduled hours, and children are present at the center as an enrolled child that they are subject to the requirements of all Licensing Standards and center policies regardless of familial relationship. If an employee wishes to interact with the child(ren) in a familial relationship the employee shall document having "clocked out" of work status prior to engaging in that interaction, and staff working with that child shall continue to provide care and supervision as if the employee were present as a parent or visitor depending on the familial relationship unless the child has been signed out as being in the care and custody of the parent/relative as allowed by parental authorization. If the child is signed out the parent/relative shall remove the child from the classroom to a non-programming space (ie. center office) or from the center so that it is clear that the child and relative are no longer present as under the authority and care of the center.
2. During the initial and ending hours of operation when Licensing Standards allow combining of age groups the center shall use a room other than designated infant rooms so infant rooms can remain free from intrusion when separation of age groupings is required.
3. All other previously agreed upon corrective action plan steps shall remain in effect. This includes the agreed upon requirement that Carol shall have no presence in the infant rooms.

Consultant's Signature:

Ray Salsbury

Date:

03-02-2026