

CHILD CARE CENTER COMPLAINT

Name of Center:	Shining Stars Child Development Ctr II	Enrollment:	125	License ID:	27697
Street:	5400 Jennifer DR	City:	Pleasant Hill	IA Zip Code:	50327
County:	Polk				
Mailing Address:	5400 Jennifer DR				
Mailing City:	Pleasant Hill	IA Zip Code:	50327		
Director's Name:	Randi Naeve	Center Phone Number:	515-266-2264		
On-Site Supervisors:	E-Mail Address: Randinaeve11@gmail.com				

Date of Complaint: 08-12-2025**Date of Visit:** 08-14-2025☐ 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:**

It is alleged that on 8/8/25, a staff member picked up a child, who is close to two years old age, by his arms, resulting in the child having a bruise on his right shoulder.

Licensing Rules Relevant to the Complaint:

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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8/13/25 Communication with HHS Placido.

8/14/25 Visit to daycare center with HHS Placido. Meeting with Randi Nihsen, director. Randi stated parent of this child sent a picture through the daycare's app, showing injury on shoulder. A supervisor saw the picture and sent a message to all staff asking if anyone knew what had happened. The following Monday, the mother came to the daycare asking to meet with Randi. She called the mother and set up a meeting for Wednesday. She was able to view video footage Tuesday night. There was one incident where staff K.H. was seen picked up the child by his arms and sat him down. The child was seen crying and grabbing his arm. She didn't know this would have caused the injury. Randi did make decision to fire the employee.

The parent viewed the video footage with Randi Wednesday morning. There were three staff working in that classroom. The child is in a different classroom, the 2's, now. She hasn't had any concerns with staff K.H. prior to this incident. She met with K.H. and wrote a statement. K.H. said she picked the child up under his arms. K.H. was addiment she didn't harm the child.

This worker and HHS Placido watched the video with Randi. The video was very short and did not show any time prior to staff picking the child up or time after the incident. Randi was going to try and get more footage for HHS Placido. The child was placed down on the floor by himself, by the sink. The child was placed away from the rest of the group. The child started to get up and staff K.H. grabbed the child's right arm and pushed the child back to the ground. Staff K.H. did not say anything to the child during the incident.

This worker and HHS Placido met with staff K.T. She did see a picture the mother sent to the daycare app. The child is a climber so he is removed from climbing on things by staff. She hasn't observed any staff being rough with the child. Staff will use verbal prompt, like "feet on the floor", "we sit on the chair", "safe hands" to remind children they aren't supposed to climb. Staff redirect children to safe climbing toys.

If children are removed from areas, they sit directly by a staff and are given a toy to play with for a short time.

Special Notes and Action Required:

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.

VIOLATION

HHS Placido watched additional video footage from 8/8/25. HHS Placido consulted with medical staff, who stated the child had bruising consistent with trauma from a hand.

This staff member was terminated from employment.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

09-16-2025