

CHILD CARE CENTER COMPLAINT

Name of Center: Newton Early Learning Academy	Enrollment: 46	License ID: 49974
Street: 2713 N 4th AVE E	City: Newton	IA Zip Code: 50208
County: Jasper		
Mailing Address: PO Box 111		
Mailing City: Reosner	IA Zip Code: 50232	
Director's Name: Melissa Strand	Center Phone Number: 641-787-2002	
On-Site Supervisors:	E-Mail Address: thenelafamily@gmail.com	

Date of Complaint: 04-25-2025**Date of Visit:** 04-30-2025
☐ 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:**

Concerns reported that a staff picked up a two year old child and slammed him on the floor, causing an injury on the child's back.

A two year old has been bit several times while at the daycare.

Children's diapers aren't changed often enough and this causes diaper rash.

The center has not followed ratio, allowing children ages two and three to be in with children ages four and five in the same area to play.

Licensing Rules Relevant to the Complaint:

109.8(2)b Combinations of age groupings for children between 3 and 5 years of age may be allowed with a staff of 1 to every 12 children.

109.8(2)c Children between 18 months and 3 years of age may be combined, if appropriate to the developmental needs of the child. If a child under 2 years is combined, the staff ratio of 1 to 7 shall be maintained, otherwise staff ratio may be determined by the age of majority of the children in the group.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.12(2)a Center does not use corporal punishment including spanking, shaking, or slapping.

109.12(5)b Infants diapered in a sanitary manner as needed in central diapering area. One changing table for every 15 infants/toddlers needing diaper changes. Diapering, sanitation, and handwashing procedures posted and implemented in central diapering area.

Inspection Findings:

This worker went to the daycare with HHS Remington for a joint visit and we initially met with Melissa Strand, director. Melissa stated there was an incident last Thursday in which a parent expressed concerns her two year old was crying and she was concerned a staff member had hurt the child. Children from ages two through the PreK class were in the large hallway doing relays and other activities together. It was a rainy day and they will use the hallway for large motor play activities when

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they can't go outside. They do activities like having the children walk like bears, hopping like bunnies with their class. There were three teachers in the hallway with their classes. One child who is two was reported to have been crying. The child's parent, who is a staff, asked him what happened and he said, E, a name did it. The name is said is a staff member's name but it's also a child at the daycare. The concerns then turned to the parent thought the staff slammed the child against a door hinge causing a red mark on the child's back. Melissa talked to the staff who were working at the time. Staff didn't report seeing anything happen to the child. One staff said she had gone to the nursery with a child who needed a break and when she came back that child was sitting by his classroom door but wasn't upset or crying. The other staff said nothing had happened to the child to either. The center has cameras but it is only live footage. There has been discussions about this with the owners but that is the only capability the cameras have. She has never had concerns about the staff E.T. She needs coaching at times as she is a younger staff but she has never seen her do anything abusive towards children.

Melissa stated staff B.S. has been a good staff, no concerns or complaints. Her file is complete and this worker reviewed the file. She has worked in the two infant rooms. Melissa showed the center's biting policy. The policy is thorough and complete. The policy explains what staff do with the child who is bitten and the child who has done the biting. Incident reports are written for both children also. There may need to be additional planning and interventions if the biting becomes excessive, up to the point of the child not being able to attend the center.

This child has been bitten and there are incident reports, which were reviewed. This worker recommended more details can be added in the center's incident/accident reports. The biting policy had been followed in the biting that had occurred with this child. had and that one time it broke the skin. She reported that they had a biter in his classroom and were working to remedy the situation.

Melissa explained the center's diapering policy. Children have a diaper change upon their arrival and then are changed every one and a half to 2 hours unless it is needed before that. She reported that changing is part of their daily schedule. Staff document the diaper changes in the classroom and on daily communication sheets. This child had a diaper rash at times. The parent complained to staff they were using too much A & D Ointment. They had suggested trying Desitin also. They never noticed a bad diaper rash with the child. When asked about Kaecyn's reported diaper rash she reported that Zoie had brought in A&D Ointment and was frustrated that they were using too much. They suggested that she try Desitin, and she did switch to that.

This worker and HHS Remington met with B.S. She works in the nursery and one year old classrooms. B.S. stated how they handle when a child is bitten by tending to the child who was bitten first. Staff check out the injury, wash the area with soap and water and additional first aid if needed. They give extra attention to the child if needed. They talk nicely to the child who bit about the behavior. She reported that they also talk to the child who bit about the behavior. There are incident reports written for both kids. She remembers this child being bit in the classroom but can't recall a time the skin was broken.

B.S. said that all the children have their diapers changed when they arrive and then every one and a half to two hours. Diaper changes are written on the white board and on communication daily sheets. If a child has a diaper rash, staff clean the child really well when changing them. They also put Desitin or another diaper cream parent bring. She doesn't recall this child having a bad diaper rash or having diaper rashes often. She reported they have a posted schedule and that they also document changes for parents on paper and on a white board. She was asked how they treat diaper rash and said that they make sure they clean the children really good when changing them and then apply Desitin or another cream that the parents bring.

This worker and HHS Remington met with E.T. and explained the purpose of the visit. E.T. said she usually works in the preschool room and sometimes with the school age room. She's worked at the daycare for over a year. Last Wednesday it was raining out so they were using the hallway to do activities like running. The two year old class and prek classes were combined. One of her students was having an issue so she took that child to nursery for a break. That child was sitting in front of the two year old classroom. He wasn't upset at the time. The other two staff were working with the other children that were playing. When she returned, they were lining up children to go back to their classes. The parent asked her if she had sat the child down. She told the parent that she didn't. The parent did seem upset at that time. A little while later, Melissa asked her what happened with that child. She told her what she had seen and that she hadn't had any problems with any child and that she didn't see that child upset.

This worker and HHS Remington met with staff A.G. She works in the PreK classroom. Last Wednesday, they were using the hallway for large motor play because it was raining outside. They had the 2's classroom and the PreK classroom in the hallways. This child was playing and he went and sat in front of his classroom on his own. He wasn't upset at the time. Other children were still playing. Staff E.T. was walking a child to look in the infant class at the time.

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Special Notes and Action Required:

109.8(2)c

Children between 18 months and 3 years of age may be combined, if appropriate to the developmental needs of the child. If a child under 2 years is combined, the staff ratio of 1 to 7 shall be maintained, otherwise staff ratio may be determined by the age of majority of the children in the group.

VIOLATION

The center has been mixing two year old children mixed with the preschool classroom when they do large motor play activities in the hallway, which is a ratio violation. This was addressed on the day of the visit.

109.10(16)a

The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

NOT A VIOLATION

109.12(2)a

Center does not use corporal punishment including spanking, shaking, or slapping.

NOT A VIOLATION

109.12(5)b

Infants diapered in a sanitary manner as needed in central diapering area.

One changing table for every 15 infants/toddlers needing diaper changes.

Diapering, sanitation, and handwashing procedures posted and implemented in central diapering area.

NOT A VIOLATION

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

05-27-2025