

CHILD CARE CENTER COMPLAINT

Name of Center:	St Francis Child Care	Enrollment:	1	License ID:	16556
Street:	310 Columbus DR	City:	Marshalltown	IA Zip Code:	50158
County:	Marshall				
Mailing Address:	310 Columbus DR				
Mailing City:	Marshalltown	IA Zip Code:	50158		
Director's Name:	Ashley Hazen	Center Phone Number:	641-753-7977		
On-Site Supervisors:	E-Mail Address: ahazen@st-francis.net Herbes@st-francis.net				

Date of Complaint: 06-23-2026**Date of Visit:** 07-01-2026☐ 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:**

It is alleged a child (age 5) left St Francis Child Care and got over a mile from the center without staff having been aware. Denial of Critical Care, Failure to Provide Proper Supervision is alleged.

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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I was in contact with the director Ashley Hazen on 6/23/26 regarding this concern. The director indicated the staff member responsible was placed on leave and an internal response was initiated. The center will acquire intensely audible door alarms to assist with the movement in and out of the exterior door that was utilized. The director stated the child was physically not harmed. Discussion took place regarding the complaint response process. Additionally, the director would review with all staff close supervision and supervision practices when the children are playing in the gym and when the restroom is utilized; a staff must keep eyes on the child using the restroom that is adjacent to, but not in the direct eye sight of those in the gym.

An unannounced visit was conducted at the center on 7/1/26 by myself and other HHS workers. I was able to observe the area where the the child was able to leave the center; which is from a restroom adjacent to the gym. I observed several children using the restroom and staff that were observed closely supervising while the restroom use occurred, by stepping into the hall. The director demonstrated the intensely audible door alarm placed on the door that is about 20 feet from the restroom that was utilized to leave the center. We discussed recent staff trainings on how to conduct close supervision while children are playing in the gym and restroom use needs to occur; which is that at staff monitors children from the hall/door to the restrooms while other children remained in the gym with other staff. Additionally we discussed the training practices when face to name counting is occurring--in between transitions from room to room, both prior to leaving the room and upon arrival in the other room.

7/7/26 HHS staff interviewed the former staff member involved; and the information provided is consistent with what was provided by the director previously.

There is significant information that a licensing violation occurred per Iowa Code 109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. A child (age 5) was able to leave the center for period of time without staff having been aware.

Special Notes and Action Required:

The center was notified of this concern and started an internal response that included no access to the child by the person responsible when this occurred, additional training for remaining staff on face to name procedures; close supervision of children when the gym is utilized and a child needs to use the restroom and the installation of intensely audible door alarms.

No further actions required at this time.

Consultant's Signature:

Maggie Gibson, SWIV

Date:

08-19-2026