

CHILD CARE CENTER COMPLAINT

Name of Center: Child Time Daycare Center	Enrollment: 105	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:	E-Mail Address: ashleyjean2005@gmail.com	

Date of Complaint: 03-26-2025**Date of Visit:** 03-26-2025
☐ 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:**

A complaint was received with several concerns identified including that the center is consistently out of ratio, an employee (HR) has been posting photos of children to social media, an employee (LJ) is rude and yells at the children, rooms are "pitch black" during nap time, and the owner's 11 year old child is providing care in the center.

Licensing Rules Relevant to the Complaint:

109.4(2)i Develop and Implement a policy for protection of child's confidentiality.

109.6(5)a All volunteers shall be at least 16 years of age and shall: Have signed statements indicating no conviction of any law in any state or record of founded child or dependent adult abuse. Signed statements indicating no communicable disease or other health concerns that poses a threat to children.

109.8(2) Ratio maintained in center as required by age.

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Adequate indoor and outdoor space is provided. The outdoor area shall include safe play equipment and area of shade. Sufficient space provided for dining. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. sufficient cooling. Sufficient bathroom and diapering facilities. Equipment, including kitchen appliances, are maintained so as not to result in burns, shock, or injury to children. Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease.

109.12(2)d No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

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109.12(5)e The provider shall follow safe sleep practices recommended by AAP for infants under one year of age: Infants shall always be placed on their back for sleep. Infants shall be placed on a firm mattress with a tight fitted sheet that meets Consumer Product Safety Commission federal standards. Infants shall not be allowed to sleep on a bed, sofa, air mattress or other soft surface. No child will be allowed to sleep in any items not designed for sleeping but not limited to, an infant seat, car seat, swing, bouncy seat. No toys, soft objects, stuffed animals, pillows, bumper pads, blankets, or loose bedding shall be allowed in the sleeping area with the infant. No co-sleeping shall be allowed. Sleeping infants shall be actively observed by sight and sound. If an alternate sleeping position is needed, a signed physician or physician assistant authorization with statement of medical reason is required.

Inspection Findings:

An unannounced visit was made to Child Time Daycare Center on 3/26/25 where I met with the center owner, Ashley Thompson. Ashley was informed of the complaint and a tour of the center was made to visit each classroom. The visit was made during the time that the center was engaged in nap time. Each room was assessed for ratio, and illumination. In assessing the classrooms the center has two infant rooms with one for infants birth to 12 months of age, and one for infants 12-24 months of age. Both infant rooms were out of ratio with 1 teacher present with 5 in the 0-12 month age room, and 1 teacher present with 6 infants in the 12-24 month age room. While Licensing Standards do allow for classrooms to reduce to 1 staff member to be present in classrooms when children are sleeping this is not allowed for children under 24 months of age where a staff to child ratio of 1:4 must be maintained at all times. When in the classroom for the 12-24 month age room the teacher present did state that she did have a co-worker that was assigned to the room but that teacher had gone on break. It was further identified that teacher had left the building and due to Ashley also needing to be in ratio in a classroom and two staff having quit/fired earlier in the week the center the center would have needed to ensure that the cook remained on-site until such time that teacher returned as the center must have staff present to be able to maintain ratio for the full daily attendance.

With regard to illumination two of the classrooms, 2/3 year old, and 3/4 year old are interior rooms that have no windows to allow any natural light. The lights for both of those rooms were turned off and the staff were making use of smaller "night light" options such as decorative light strands which were insufficient even if hallways doors were left open. It was reviewed that during nap time lights can be dimmed but illumination must be maintained to allow staff to be able to observe all children regardless of relative positioning and be able to determine if a child is in distress through indicators such as observing the rise and fall of the chest, coloration of skin, or other cues. Lighting must also be sufficient that an individual coming from a brightly lit corridor would have have a period of momentary blindness while waiting for their eyes to adjust.

During the visit when in the 0-12 month old infant room issues with regard to safe sleep were observed with two infants being allowed to sleep in motorized bassinet style rockers, and infants having blankets while sleeping. This was reviewed as an issue that has been previously discussed with the center in other visits where violations of safe sleep were observed and services had been referred. Ashley did inquire about, and did remove the units as a measure to prevent this from being an issue in the future. It was discussed that the concern is not the presence of the equipment but rather the failure of staff to implement the requirements of safe sleep.

I was able to speak to the staff of each classroom during the visit. All staff confirmed that the numbers of children present in their classrooms were typical of the daily attendance. All staff confirmed that while there have been times when the classrooms have been out of ratio they do generally have staff present to meet the required ratio and the issues are generally related to staff not showing up for scheduled shifts rather than the rooms being knowingly scheduled to be out of ratio. All staff provided consistent and credible information that while there is a teacher in the center who uses a louder and more authoritative tone of voice this is their normal manner of speaking. All staff stated that they have never heard that employee, or any other employee threaten, swear, make derogatory comments, or speak to the children in any other fashion that they had any concern about. All staff provided consistent and credible information that the director does have an older school age child that comes to the center but all denied that child is providing care to any other children. All staff denied that they have ever posted any photos or information about any of the children to any personal social media websites, nor were they aware of any co-worker having done so.

Based on the information obtained this complaint is SUBSTANTIATED for violation of licensing standard 109.8(2) Ratio maintained in center as required by age. During the visit the classrooms for infants 0-12 months of age had 1 staff with 5 infants, and the classroom for infants 12-24 months had 1 staff with 6 infants. Licensing Standards require that children under 24 months of age are always maintained at a staff to child ratio of 1:4 regardless of if children are awake or sleeping. All staff provided consistent and credible information that the observed child numbers is typical of their daily attendance. All staff stated that there have been times when the classrooms have been out of ratio in the past but this is generally due to staff not showing up for scheduled shifts rather than the center being knowingly scheduled out of ratio.

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Based on the information obtained this complaint is SUBSTANTIATED for violation of licensing standard 109.11(3)a Center shall ensure that facility and premises are sanitary, safe, and hazard free including sufficient lighting shall be provided. Insufficient illumination was observed in several classrooms with the staff having turned off the classroom lights and using make-shift night light options such as decorative light strands. While illumination can be reduced during nap time illumination levels must be maintained that staff can clearly observe children and determine if they are in distress regardless of their relative positions. This would include the ability to observe indicators such as the rise/fall of the child's chest, coloration of skin, or other issues. Levels also need to be such that an individual coming from a brightly lit hallway would not have a period of momentary blindness waiting for their eyes to adjust.

Based on the information obtained this complaint is SUBSTANTIATED for violation of licensing standard 109.12(5)e The provider shall follow safe sleep practices recommended by AAP for infants under one year of age. During the visit infants in the 0-12 month classroom were observed to sleeping in motorized bassinets with blankets, and in cribs with blankets hung on the railings. Safe Sleep practices require that all infants under 12 months of age be placed in cribs on their backs with no blankets, pillows, plush toys, or items other than an unadorned pacifier in or attached to the crib.

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of licensing standard 109.4(2)i Develop and Implement a policy for protection of child's confidentiality. All staff provided consistent and credible information that they have not posted any photographs or other confidential information about any child attending the center on personal social media sites. All staff denied being aware of any co-worker having posted any information about children to personal social media sites.

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of licensing standard 109.6(5)a All volunteers shall be at least 16 years of age and shall. All staff provided consistent and credible information that Ashley does have an approximately 11 year old child that does come to the center. All staff denied that child is ever counted in ratio as an employee, or engages in any care activities with other children. Ashley stated that her child is enrolled as a child attending the center and is counted in numbers when determining ratio for the school age classroom.

Based on the information obtained this complaint is NOT SUBSTANTIATED for violation of licensing standard 109.12(2)d No child is subject to verbal abuse, threats, derogatory remarks about child or child's family. All staff provided consistent and credible information that there is an employee who has a loud authoritative voice. All staff stated that this is the individuals normal speaking voice. All staff denied ever hearing that or any other employee yelling at the children in a rude, derogatory, or threatening manner.

Special Notes and Action Required:

Based on the information obtained this complaint is SUBSTANTIATED for violations related to ratio, safe sleep, and illumination during nap time. The following actions are required and/or recommended. A full license will remain in effect at this time.

REQUIRED:

1. The center will ensure that Safe Sleep requirements are followed for all children under 12 months of age at all times. A service referral will be made to Child Care Resource & Referral (CCR&R) to provide assistance in helping the center with developing and training staff on policies and practices to address the identified concerns. The referral will also request assistance in monitoring compliance with CCR&R drop-in visits to observe and report on implementation of safe sleep practices.
2. The center will ensure that ratio is maintained in classrooms at all times as required by licensing standards. If the center has a situation where ratio is not maintained due to staff not arriving for scheduled shifts, or children arriving unexpectedly the center shall move children to other classrooms as allowable by licensing standards, shall move staff to classrooms, or shall call additional staff in to maintain ratio. If the center is unable to return the classrooms to required ratios within 30 minutes the director shall begin notifying parents to pick up children until the center is returned to ratio.
3. A Child Care Safety Plan will be completed and provided to the center for acknowledgement and confirmation of requirements to maintain compliance with Safe Sleep and other other identified licensing requirements. The safety plan shall be signed by the center director and returned to the Licensing Consultant within 1 week of receipt.

RECOMMENDED:

1. The issues with safe sleep have been identified in prior reports, and training provided but continues to be an issue with the staff member working in the 0-12 month infant room. The center should consider moving that employee to a classroom with older children where safe sleep requirements would not apply.

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Addendums:

- Addendum1: A call and contact report was received on 04-04-25 from the CCR&R consultant, Kathy Lloyd, who had been referred to provide assistance to the center that she had made a visit earlier that day to provide materials and plan training for staff. Kathy stated that she had arrived at the center at 12:30 for a scheduled appointment and upon entering the infant room observed an infant under 12 months of age sleeping in a bouncer with a blanket, bib, and propped bottle.

An e-mail was also received from Ashley acknowledging the incident which included the following:
So, Unfortunately my staff is needing training on safe sleep. I don't understand how to make Carol understand this. I have all swings, chairs, anything other than a stand up or a crib in a dumpster. I told Kathy that I want all my staff to do all the training that is available for them. Carol is now a helper in Lullaby and I'm working on making her part time. Carol Will not be alone with the children unless the head teacher in the room needs to use the restroom. This one hits hard because I have told her over and over after the day that you came she needs to pay attention to details that this is another parent's child and that we can't take the easy way out. Matt and I don't take this lightly and unfortunately I have failed Matt and the children at the center. I have nobody to blame as I did not do my job to make sure that things were being done as they needed to be. I didn't mean to disrespect you in any way. I don't want you to feel that I don't take these kids' lives seriously and I apologize for my actions and not doing what I needed to as a director. The outcome of poor choices is going to cause me a lot. I don't know if Kathy reached out but I wanted you to be aware of this and I understand that this is not going to be taken lightly. Thank you

Ashley Thompson

Director of Childtime Daycare LLC

A call was made to the center and a message was left requesting a return call from Ashley who had just left for the day. Ashley did immediately return the call and it was reviewed that at this time I considered the issue to be a willful disregard for licensing standards and that a new safety plan would be established. Ashley was informed that Carol was to no longer provide care in classrooms with infants at any time including providing respite breaks for other staff. The center license would be placed on provisional status. A meeting would be scheduled with the CCR&R and Child Care Nurse consultants to establish training plans. Any future violations of safe sleep requirements will result in the center's licensed capacity to be reduced to prohibit the care of infants.

This Addendum is approved by supervisor on 4/7/2025 4:42:37 PM

Consultant's Signature:

Ray Salsbury

Date:

03-31-2025