

CHILD CARE CENTER COMPLAINT

Name of Center: Hills & Dales Childcare	Enrollment: 95	License ID: 18820
Street: 3505 Stoneman Rd	City: Dubuque	IA Zip Code: 52001
County: Dubuque		
Mailing Address: 1011 Davis Street		
Mailing City: Dubuque	IA Zip Code: 52001	
Director's Name: Laura Keehner	Center Phone Number: 563-556-7878	
On-Site Supervisors:	E-Mail Address: lkeehner@hillsdales.org	

Date of Complaint: 04-28-2026**Date of Visit:** 05-08-2026
☐ 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 that staff were not changing the diaper or feeding a three month old child timely. According to the online application the center uses to record information, there were multiple days the child would go three to four hours without having a diaper change, and there were two to three hours between feedings. The staff would not give the child the right amount of food. The child was not being burped and came home with gas in the stomach and a lot of pain from this. The child came home with marks two times, one on the stomach and one on the hand for which the staff could not explain. The center director was spoken to about this twice, and nothing changed. The staff said the child was throwing up and recommended to take the child to the doctor. The doctor said the staff were not pace feeding the child.

Licensing Rules Relevant to the Complaint:

109.10(8) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes: Minor injuries. Minor changes in health status. Minor behavioral concerns. Incidents resulting in injury to a child. Shall be verbally notified immediately when there is: A serious injury to a child. An incident resulting in a significant change in health status. An incident includes the child being involved in inappropriate, sexually acting out behavior. A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file. Serious injuries and deaths must be reported to the Department within 24 hours.

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.12(4)b Each infant and toddler shall be diapered in a sanitary manner as frequently as needed at a central diapering area. Diapering, sanitation, and hand-washing procedures shall be posted and implemented in every diapering area. There shall be at least one changing table for every 15 infants.

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.

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Inspection Findings:

The center was visited unannounced on 5/8/26 for their regular licensing visit at which time the concerns reported were also addressed with the center director, Laura Keehner, her assistant Kay Althoff, and the lead staff for the room in question. It was noted that one of the other staff familiar with the child was not present today and a third staff is no longer with the center. General observations were also made throughout the course of the day during the licensing visit. Laura and the others were familiar with the reported concerns. Laura and Kay discussed a staff who was recently terminated from the center for performance concerns and stated upon termination, that person threatened to call HHS to make a report.

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Staff KD recalled that another child scratched the on the forehead on one occasion for which she states she wrote an incident report. She did not recall any other marks. Laura and Kay stated they had not heard anything about any marks on the child. The center was able to show incident reports written for both children involved indicating an accidental scratch, however, the incident report is not signed by the parent and it does not indicate otherwise that the parent was notified of the incident. The center is cited with regard to this concern. The center shall document that the parent is notified, who notified, and when of the incident.

109.12(4)b Each infant and toddler shall be diapered in a sanitary manner as frequently as needed at a central diapering area. NOT VIOLATED

Laura stated she investigated the concern about diaper changes thoroughly. Laura stated the parent would look at the app for diaper changes, but they would not necessarily have been recorded yet. Laura explained that the staff use a dry erase board to record things until they have time to document in the app. Staff KD stated they would change the diaper every two hours and reported the same information about using the dry erase board. The center is not cited with regard to this concern. There is not specific evidence of a licensing violation.

109.13(3)a Children under 12 months fed on demand, unless other written instructions from parent. NOT VIOLATED

Laura stated the child started at the center at eight weeks old and was very small/under weight. Laura stated they asked the parent to provide premie nipples so that they could do pace feeding. Laura stated at one point the child was vomiting and they asked the parent to take the child to the doctor. Laura stated the center was concerned about the parent feeding the child cereal and pears already. Laura stated the doctor said to pace feed, but they had already been doing that. A doctor's note in the file dated 3/24/26 indicated it was "likely a GI illness". Staff KD stated it was hard to know the child's feeding routine because the parent would not communicate, but they tried to do as the parent asked. KD stated they were trying to do the pace feeding and asked the parent for a premie/training nipple to assist with the feeding since the child had been breast fed before coming to the center. The center is not cited with regard to this concern. There is not specific evidence to indicate that the center was not feeding the child adequately. There were concerns with the child's feeding and with vomiting at one point, but the child was seen by the doctor who indicated this was likely illness related. Information suggests that the center did discuss feeding concern with the parent and attempted pace feeding as directed and also asked for and utilized a different nipple to assist.

Special Notes and Action Required:

The center director shall review the center's procedures for incident reporting to ensure it is documented that incidents are reported timely to the parent/guardian.

Consultant's Signature:

Heidi Hungate

Date:

06-04-2026