

## CHILD CARE CENTER COMPLAINT

|                             |                                                   |                             |              |                     |       |
|-----------------------------|---------------------------------------------------|-----------------------------|--------------|---------------------|-------|
| <b>Name of Center:</b>      | House of Mercy Child Development Center           | <b>Enrollment:</b>          | 10           | <b>License ID:</b>  | 17845 |
| <b>Street:</b>              | 1409 Clark St                                     | <b>City:</b>                | Des Moines   | <b>IA Zip Code:</b> | 50314 |
| <b>County:</b>              | Polk                                              |                             |              |                     |       |
| <b>Mailing Address:</b>     | 1409 Clark St                                     |                             |              |                     |       |
| <b>Mailing City:</b>        | Des Moines                                        | <b>IA Zip Code:</b>         | 50314        |                     |       |
| <b>Director's Name:</b>     | Andy Smith                                        | <b>Center Phone Number:</b> | 515-643-6545 |                     |       |
| <b>On-Site Supervisors:</b> | <b>E-Mail Address:</b> amsmith@mercydesmoines.org |                             |              |                     |       |

**Date of Complaint:** 11-19-2025**Date of Visit:** 11-20-2025☒ 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 a staff left a one year old on a floor chair, propped up against a pillow, which resulted in the child sliding down and hitting her head on a shelf. The child has a bruise on her eye and cheek and an acute concussion.

**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:**

**CHILD CARE CENTER COMPLAINT**

11/19/25 Email from Andy Smith. Andy reported incident in which one year old child was injured at center. Andy provided details about the incident and staff involved.

11/20/25 Communication with HHS Huisman.

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11/24/25 Meeting with HHS Huisman and staff C.M. C.M. stated she has worked at this daycare for five years. She works in the one year old classroom. She's the one staff in the classroom.

This child, A, has developmental delays and is unable to sit up on her own, to crawl or roll over on her own. A. recently had an assessment with Early Access and will be receiving services. She doesn't have specific instructions for A's care but she does have to be conscious where she places A. She lays A on rugs, not on hard floors.

The incident occurred after snack time. The other children in the room were playing in the library area. She placed A in the teacher chair, which is an adult, blue chair that sits on the floor. She propped A up with one pillow behind her. She didn't see A fall but she did hear her start crying. This occurred in less than five minutes or less. She glanced over and saw A kind of hunched over. She went over and picked A up and- started consoling her. She tried to offer her ice but she didn't want ice. A had fallen out of the chair and hit the shelf that is by the chair. A's head was on the shelf and her body was still in the chair. She didn't hear anything prior to A crying. She didn't see any marks on A's face right after the fall.

About ten minutes after the fall the center had a fire drill. She saw A's mom outside and her mom noticed bruising on A's face. A was still crying. She told A's mom about the fall.

She wrote up an incident report and another report and if a child hits their head there's another report they have to compete. She gave the report to Andy. She talked to Andy at the end of the day about what had happened and Andy followed up with A's mom. She filled out the second report the next day. The next day she and Andy talked about appropriate planning for A, like the U shaped device to assist with sitting. Andy said they are going to talk with Occupational Therapists about what is appropriate for her and will have her lie on the floor for the time being. She had A. sit in the adult chair once or twice before the incident and A hadn't tipped out.

**Special Notes and Action Required:**

109.10(14)a

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

VIOLATION

Staff was aware the child has developmental delays. Staff was aware this child was unable to sit up independently. A child who is unable to sit up unsupported was placed in an unsafe situation by staff, who placed the child in an adult chair propped by a pillow.

Staff received written counseling and has received some additional training. The center made some policy changes that address developmentally appropriate supervision and care. There are no additional recommendations being made at this time.

**Consultant's Signature:**

Melinda Larson, Child Care  
Licensing Consultant

**Date:**

01-07-2026