Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Bright Start Daycare and Preschool **Enrollment:** 62 **License ID:** 29959

Street: 1003 Okey ST **City:** Hull **IA** **Zip Code:** 51239 **County:** Sioux

Mailing Address: 1003 Okey ST

Mailing City: Hull **IA** **Zip Code:** 51239

Director's Name: Kristen Neimeyer **Center Phone Number:** 712-439-1683

On-Site Supervisors: Kelsey Van Leeuwan **E-Mail Address:** brightstart1683@gmail.com

Date of Complaint: 09-30-2025 **Date of Visit:** 10-08-2025

[X] Scheduled **[ ]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] 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 ☐ No

Serious Injuries include:

- Disabling mental illness.
- Bodily injury which creates a substantial risk of death, causes serious permanent disfigurement, or causes protracted loss or impairment of the function of any bodily member or organ.
- Any injury to a child that requires surgical repair and necessitates the administration of general anesthesia.
- Includes but is not limited to skull fractures, rib fractures, metaphyseal fractures of the long bones of children under the age of 4 years.

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

On 09/30/25 complainants reported that staff used tables on their side as a way to separate children. One of the tables accidentally fell causing an injury to a child.

Licensing Rules Relevant to the Complaint:

109.11(3)a Center shall ensure that:Facility and premises are sanitary, safe, and hazard free.Sufficient lighting shall be provided.Sufficient ventilation.Sufficient heating.Sufficient cooling.Equipment placed in the program area is maintained so as not to result in injury to the children.

Inspection Findings:

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On 10/08/25, I along with other HHS Personnel completed a visit to this center. We were able to watch video, speak with employees and observe records.

109.11(3)a
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Sufficient ventilation.
Sufficient heating.
Sufficient cooling.
Equipment placed in the program area is maintained so as not to result in injury to the children.

RULE VIOLATED
Staff did use a long table flipped over on its side using it to separate different age groups. This is not a safe barrier and is no longer being used in this manner.

After the incident occurred, staff responded immediately and provided first aid as well as contacted parents. They further provided information about the incident to the doctor involved with treatment.

They are no longer using tables as a barrier.

Special Notes and Action Required:

Consultant's Signature:

Leann Steinhauer

Date:

10-29-2025