

CHILD CARE CENTER COMPLAINT

Name of Center: Hiawatha KinderCare	Enrollment: 98	License ID: 51965
Street: 1771 Boyson Square DR	City: Hiawatha	IA Zip Code: 52233
County: Linn		
Mailing Address: 1771 Boyson Square DR		
Mailing City: Hiawatha	IA Zip Code: 52233	
Director's Name: Shanna Jensen	Center Phone Number: 319-832-1402	
On-Site Supervisors: Maggie Harbaugh	E-Mail Address: lyanna.Batte@kindercare.com	

Date of Complaint: 09-22-2025**Date of Visit:** 09-25-2025
☒ 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:**

On 9/22/2025, a complainant reported on 9/4/2025 around 9am an 11mo had part of a woodchip in the mouth, choked and vomited. Complainant reported a parent volunteer had noticed the 11mo had a wood chip in the mouth and seen the 11mo choking and lips turning blue. Complainant reported a nearby daycare maintenance worker then reached into the 11mo's mouth throat and swooped the woodchip out. The complainant reported the 11mo's parent was not notified until 2:30pm that the 11mo had vomited but was fine. The complainant reported the 11mo has not been keeping weight on. The complainant reported documentation from the daycare indicates the 11mo has only been eating 4 ounces of milk, going 6 hours at a time without eating. Complainant reported there is documentation the 11mo ate daycare meals including chicken which is not consistent with what the 4mo is eating outside of the daycare. Complainant reported parent volunteers go into the daycare when there is not enough staff.

Licensing Rules Relevant to the Complaint:

109.9(3) Daily written records are maintained for each child under two years of age and include: The time periods in which the child has slept. The amount of food consumed and the times at which the child has eaten. The time of and any irregularities in the child's elimination patterns. The general disposition of the child. A general summary of the activities in which the child participated.

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.

109.15(3) Centers shall ensure that the indoor and outdoor space occupied by the center is sanitary, safe, and hazard-free. Outdoor space used for recreation during the school day is sufficient for use by the child care program.

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On 9/25/2025, licensing along with an additional DHHS person conducted a visit to Hiawatha KinderCare. The following is based upon a face-to-face interview with director Shanna Jensen, a face-to-face interview with on-site supervisor/assistant director Maggie Harbaugh, a face-to-face interview with staff Kelsey M, a face-to-face interview with staff Timiyea F, a face-to-face interview with staff Brenna F, review of administrative items and observations while on-site:

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. RULE VIOLATED.

- Verbal statement indicate the 11mo was found to have a woodchip in the mouth, was brought to management's office, and then vomited with a woodchip coming out. Verbal statements further indicate that after the incident, the 11mo had some clothing changed, was given food and then offered nap prior to any parental notification occurring.
- Verbal accounts gathered provided inconsistent information as to date, time, parental notification, and whether a maintenance person had intervened.
- No written incident report was completed.
- No immediate notification to the 11mo's parent occurred.

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. RULE NOT VIOLATED.

- Verbal accounts gathered indicated when staff noticed the 11mo was choking on a woodchip, staff attended to the 11mo.
- Management denied having parent volunteers work in the daycare including when there is not enough staff. It shall be noted, KinderCare locations do use staff including maintenance persons from other KinderCare locations throughout Iowa and surrounding areas. Due to this practice, there could be misunderstanding as to who is working in the daycare on any given day.

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- Verbal accounts support that foods listed on the menu are always offered to all children, and that all foods listed on the menu are then listed in the center App.
- Verbal accounts described the 11mo was "finicky" often trying little to no food.
- Information gathered indicates what is being put into the center App is not what is actually and consistently being left uneaten, tried and/or fully eaten by each child.

109.15(3) Centers shall ensure that the indoor and outdoor space occupied by the center is sanitary, safe, and hazard-free. RULE VIOLATED.

- US Consumer Product Safety Commission Public Playground Safety Handbook states "Loose-fill surfacing materials should be avoided for playgrounds intended for toddlers or children who frequently place objects in their mouths." Loose fill outdoor playground surfacing is a choking hazard. Remove the loose fill from the infant and toddler outdoor play area or create a separate outdoor large gross motor area for this age group. Also, increase developmentally and physically appropriate outdoor large gross motor materials and supplies for the infants and toddlers.

Special Notes and Action Required:

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Based upon the above, management will review with each staff:

- Iowa Code rules, policies and procedures for minor injuries.
- Iowa Code rules, policies and procedures for serious injuries.
- Iowa Code rules, policies and procedures for written incident report writing.
- Iowa Code rules, policies and procedures for daily written record of infant (birth to 2yo) cares ensuring accuracy with actual time periods slept not just nap time offered, actual amounts and types of foods (including formula and human milk) consumed not just a menu of offerings, actual time diapering and/or restrooming occurred as it's not possible to diaper all children at the same every two hours and so on. If the KinderCare App does not allow specifics to be listed, move back to paper copies to be able to provide each family with an accurate daily record for their child under two years of age.

Management shall also ensure each and every time a new staff is hired and/or a substitute staff from a different KinderCare location is being utilized, this is communicated with all staff and families.

To help with the items noted in the inspection findings section, please apply for the "Growing Iowa" fund designed to support childcare in Iowa by connecting with CCR&R (<https://iowaccrr.org/staff/>; Region 5 Director Becky White at 563-484- 4587).

Within 30 days of receipt of this report, please provide written documentation as to how these rule violations were fully corrected. Thank you.

Consultant's Signature:

Amy Lyons

Date:

10-22-2025