

CHILD CARE CENTER COMPLAINT

Name of Center: Tayo Childcare	Enrollment: 18	License ID: 52789
Street: 1407 21st St	City: Des Moines	IA Zip Code: 50311 County: Polk
Mailing Address: 6460 Merle Hay RdUnit 223		
Mailing City: Johnston	IA Zip Code: 50131	
Director's Name: Gaylena White-Young	Center Phone Number: 515-525-7055	
On-Site Supervisors:	E-Mail Address: tayochildcare21@gmail.com	

Date of Complaint: 03-24-2026**Date of Visit:** 04-02-2026
☐ 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:**

Concerns reported that a two year old got a goose egg bump and bruising on her forehead while at this daycare center. The two year old has had bruising on her wrists.

Additional concerns were found during the assessment: Daycare center had a walker in the infant classroom, staff hadn't completed mandatory training in required time frame, two year old was placed in the infant classroom rather than the right age group class, incident not reported timely to parent.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required: Brief absence of staff person permitted for 5 or less minutes when another staff person is present. At least one staff is present in every room where children are resting. If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained. Ratio in infant rooms is always maintained. When more than eight children are present on the licensed premises, at least two staff members shall be present. For a period of two hours or less at the beginning and end of the center's hours of operation, one staff member may care for eight or fewer children, provided no more than four of the children are under two years of age and there are no more than eight children in the center. Ratio exceeded for school-age children when school classes unexpectedly start late, are dismissed early, or cancelled. For no more than four hours, care is limited to children already in the program and licensed capacity is not exceeded.

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)g Infant walkers are not used.

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This worker and HHS Stowe went to the daycare center for a visit. We initially met with Gaylena White-Young, director, and explained the purpose of the visit. Gaylena was aware of some concerns as she has had communication with the child's family about it. The child, M, who is two years old, was picked up by her mom that afternoon. Mom went to the infant classroom to get M and Gaylena saw a bump on M's forehead. The mom started taking pictures of the child's face. M had a good sized knot on her forehead and she asked the mom if she wanted an ice pack for M. She told the mom she would find out what happened to M. The mom left with the child, with the ice pack. A few hours later, the mom called saying when she picked up M, she was laying on the floor and she was lethargic, she was out of it. This wasn't true, the child was talking and able to hold the ice pack to her head by herself. The mom said M is always coming home with bruises and her dad is going to be calling the police. The mom picked M up around 4:30. Two staff were working in the infant classroom, R.D. and Z.K. She talked to the staff. R.D. translated for Z.K. Child was reported to be playing with a truck type toy that had wheels on the bottom. The child fell while trying to get out of the truck. Z. D. looked over the child after she fell and said she looked fine. The two staff didn't tell Gaylena about the child falling and hitting her head. The toy was in the room we were meeting. The toy was observed to be a walker. This worker told Gaylena HHA Child Care Rules prohibit walkers from being used in child care centers. This worker asked Gaylena why this child, who is two, was in the infant classroom. Gaylena said she didn't know, besides the fact the mom always brought her child to that classroom.

Gaylena said the following morning, the mom and the mom's father came to the daycare. The grandfather was yelling and wanted to talk to Gaylena and the owner. He accused them of changing their story. He said he was going to contact the police. Gaylena said if there is an incident, staff notify her and she completes an incident report. The staff said the child didn't cry when she fell, they checked her over and didn't see any injuries. The center has some cameras but she isn't sure where they are or the status of how they are used. She isn't aware of any concerns about the child having injuries on her wrists.

This worker and HHS Stowe met with staff R.D. and explained the purpose of the visit. She said this child was playing with truck walker. She was helping another child when it happened. The child was pushing the truck, fell and hit her head. She isn't sure where on the truck she hit her head. The child was crying after she fell. The child had red on her forehead, no bleeding. M went back to playing normal, she never laid down or act differently after she had fallen. Staff are to let Gaylena know if an incident happens. She and Z.D. told Gaylena right away when M fell. Z.D. was consoling M and she yelled down the hall to Gaylena. The incident happened around 2:00. She isn't aware of anytime M has had injuries on her wrists.

This worker and HHS Stowe met with staff Z.D. and explained the purpose of the visit. Several attempts were made to interview with translation services but calls continued to drop so R.D. translated. Z.D. said she was changing another child's diapers when M was playing with the truck toy. She fell, hit her head and she cried. M hit her head on the handlebars and her forehead was red. M went back to playing after she fell. She picked up the child and comforted her. R.D. yelled for Gaylena to tell her about it. This happened around 2:30. When someone gets hurt at the daycare, they notify Gaylena and Gaylena and Abdi complete incident reports. She doesn't know anything about M having injuries on her wrists.

This worker and HHS Stowe met with Abdinasar Abdi, owner. The day of the incident, he had left for lunch and had returned to the daycare around 2:00. There weren't any problems when the mom had picked up the child. His son, Abdi, was at the daycare at the time of the pick up. The next morning the mom and her father came with the child. Both adults were screaming at them, wanting to see video. He told them there weren't cameras in classrooms. He didn't see the injury on the child's forehead. HHS Stowe showed Abdi photos of the injuries. Abdi said he possibly saw a red mark but not the injuries in the photos. He told Gaylena he didn't think they could use the truck walker and Gaylena had told him that it could be used. Abdi removed the walker from the daycare during today's visit. Abdi isn't sure why this child was in the infant classroom since she was two. He will be meeting with Gaylena.

This worker and HHS Stowe met with Gaylena for a second time. Gaylena said she was not made aware of the incident. She found out when the mom picked the child up that afternoon. Had she known, she would have contacted the mom. She talked to the staff after the child left for the day. Staff told her the child didn't cry after falling. We reviewed the incident reported, which Gaylena completed. She doesn't know why staff would say they let her know at the time of the incident. She

Special Notes and Action Required:

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109.8(2)

Ratio maintained in center as required:

VIOLATION

The center had a two year old going in their infant classroom for programming.

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

A young child fell while in the care of staff. The child fell sometime between 1:30 and 2:30 and was picked up around 4:30 on the day of the incident. Staff reported the child's forehead was red. When the child was picked up, the child's forehead had a large bump and bruising. Staff should have noticed the injury progressing during the two hours the child was still in their care.

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.

VIOLATION

The child fell and hit her head while at the daycare. The child is two years of age. Any head injuries can lead to serious injuries. Daycare centers should contact parents/guardians immediately when a child hits their head. This child had visible injuries immediately after the fall. The mother was not contacted by the daycare center.

109.12(4)g

Infant walkers are not used.

VIOLATION

The daycare center had a walker in the infant classroom. Walkers are not allowed to be used in daycare centers. A child was injured playing on a walker.

The center had had several conversations and meetings regarding changes needed as a result of this complaint and violations found.

The walker was taken out of the center the day of the visit.

The staff are current with mandatory trainings.

The incident report form has been modified.

The owner has met with his staff regarding policies and procedures for medical emergencies and documentation.

The center contacted CCR&R, this worker and the center's CCR&R representative did a joint visit.

Additional visits from the CCR&R consultant are scheduled.

There have been changes made in management and there will be a new director and on site supervisor.

Consultant's Signature:

Melinda Larson

Date:

06-07-2026