

CHILD CARE CENTER COMPLAINT

Name of Center: Grinnell Community Early Learning Center	Enrollment: 135	License ID: 17852
Street: 1436 Penrose ST	City: Grinnell	IA Zip Code: 50112
Mailing Address: PO Box 592	County: Poweshiek	
Mailing City: Grinnell	IA Zip Code: 50112	
Director's Name: Kathleen Barnes	Center Phone Number: 641-236-7214	
On-Site Supervisors:	E-Mail Address: director@grinnellearlylearningcenter.com	

Date of Complaint: 05-20-2026**Date of Visit:** 05-22-2026
☒ 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 report that staff at this center used a magic eraser home cleaning product to clean the face of a four year old. This resulted in redness and swelling in the child's face. The child also sustained blisters, chemical burns and an abrasion to her face.

Licensing Rules Relevant to the Complaint:

109.9(1)c All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training.

109.10(1) Medications: The center shall have written procedures for dispensing, storage, and authorization, and recording of all prescription and non-prescription medications. Staff must be over 18 to administer medication. All medications shall be stored in original containers with physician or pharmacist directions. Labels should be intact and stored so they are inaccessible to children and public. Nonprescription medications shall be labeled with the child's name. For every day an authorization for medication is in effect and child is in attendance, there shall be a notation of administration including the name of medicine, date, time, dosage, given or applied, and the initials of the person administering the medication or the reason the medication was not given. For ongoing, long term medications, authorization shall be obtained for a period not to exceed the duration of prescription. Staff shall not provide medications to a child if pre-service/orientation training for medication management has not been completed.

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.

CHILD CARE CENTER COMPLAINT**Inspection Findings:**

5/21/26 Communication with HHS Remington, discussed concerns reported, complaint.

This worker sent email to Kathleen Barnes, director of child care center.

5/22/26 Visit to the daycare center with HHS Remington.

Interview done via Zoom with staff A.H. Purpose of the interview was explained. A.H. said the child had come to daycare with lipstick, child had used markers to add more makeup to her face. The child put marker on her eyes and cheeks. A.H. said her co-worker, T.J., grabbed some paper towels to take off the markers. T.J. stated to panic a little because she couldn't get the eraser off. A.H. got some magic eraser from the cabinet. She has used this in the past on her own hands. She wet the magic eraser and very lightly rubbed the child's face. A.H. saw what was looking like a rash so she brought the child to the office to have Kathleen (director) look at the child and to also get an ice pack. This was around 10:30am.

A.H. went on her break after the kids went outside to play. When they were outside, the child said her face hurt. A.H. showed staff L.K. the child's face when L.K. came to the classroom. The child's face was started to get welts. Kathleen told her to wash the child's face with soap and water and then apply ice. At first she didn't tell Kathleen she had used magic eraser but she had forgotten. During her break she remembered that she had used the magic eraser. She told Kathleen that she didn't use paper towels but she had used magic eraser. Kathleen told her to redo the incident report. The child's face looked worse after her nap. She called the child's mom after nap. She told the mom she didn't call earlier because they had been really busy all day and that the child's face had gotten worse during nap time. L.K. also told her not to wake the child up when she was sleeping.

Interview with staff T.J. Purpose of the visit was explained. T.J. was working in the classroom day of incident. She tried cleaning the child's face with a baby wipe. The marker didn't come off by using the baby wipe. A.H. said she could use magic eraser. T.J. asked if she should use that and A.H. said she has used it before. A.H. looked like she was gently wiping the child's face. She left the classroom shortly after that and wasn't in the classroom the rest of the day. The child was in her classroom on Monday. Staff that brought her down didn't say anything about the child needing any medication.

Interview with staff L.K. Purpose of the visit explained. L.K. explained this past Friday being "insane" and some of the children having "serious behaviors". When she came back from a break, she noticed this child's face being red and irritated. She asked A.H. about the child's face, who said that T.J. wiped the child's face with a baby wipe and said that she (A.H.) had used a wet paper towel on the child's face. L.K. asked A.H. if she was sure and A.H. responded that she was sure. Sometime between 11:00 and 11:30am, A.H. took the child to Kathleen. Kathleen told A.H. to wait ten to fifteen minutes and if the child's face was still red to call the mother. A.H. did ask her if she should wake up the child and she told her not to wake her up. When A.H. returned from her break, she told L.K. that she remembered she had used magic eraser to clean the child's face. A.H. changed the incident report to make it correct. She assumed the mother was contacted. The mother asked her some questions when she got to the daycare. She asked about ratio and about why it took so long for staff to call her. She told the mother she wasn't sure why the mother wasn't called earlier.

Interview with Kathleen Barnes. She was made aware of an incident Friday morning but initially was told the child's face was wiped with a paper towel and a baby wipe. She was told the child's face was red on her eye and cheeks. She did tell staff to wash the area with soap and water and rinse it thoroughly, thinking possibly it was a reaction to the baby wipe. She told A.H. to contact parents if it didn't improve. Kathleen told A.H. to change the incident report when she was told A.H. used magic eraser. She told A.H. to call parents, assumed she did and had no reason to believe A.H. wouldn't follow her directives. She didn't speak with the parents that day. She didn't see the child besides earlier that day. She wasn't aware that the child was supposed to have ointment applied and this wasn't done by staff.

Special Notes and Action Required:

CHILD CARE CENTER 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.

VIOLATION

Staff used Magic Eraser on a child's face to remove marker. Child sustained injuries as a result of the staff's actions, including blistering similar to a chemical burn. The packaging of this products states: AVOID ACCIDENTS: DO NOT USE ON SKIN OR OTHER PARTS OF THE BODY. USING ON SKIN WILL LIKE CAUSE ABRASIONS. KEEP OUT OF REACH OF TODDLERS AND PETS TO AVOID ACCIDENTAL INGESTION.

109.10(1)

Medications: The center shall have written procedures for dispensing, storage, and authorization, and recording of all prescription and non-prescription medications.

All medications shall be stored in original containers with physician or pharmacist directions. Labels should be intact and stored so they are inaccessible to children and public. Nonprescription medications shall be labeled with the child's name.

For every day an authorization for medication is in effect and child is in attendance, there shall be a notation of administration including the name of medicine, date, time, dosage, given or applied, and the initials of the person administering the medication or the reason the medication was not given.

VIOLATION

Parent brought in ointment that was to be applied to injuries the next week. Child care center didn't have parent complete medication authorization form nor did staff apply the ointment.

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

Parents were not notified about the significant injury to the child's face and eye area until late afternoon.

The director told the staff to call the parents and did not ensure this staff member contact the family once it was discovered what happened to the child's face.

109.9(1)c

All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training.

VIOLATION

Several staff members were aware how this child was injured and did not act as Mandatory Reporters.

This worker discussed concerns with director. Plan established which included: removal of magic eraser from classrooms, Director had staff meetings to discuss responsibility of all staff being mandatory reporter, appropriate cleaning supplies, medication policies, including incident/accident reports and timelines to report to director/on site supervisor.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

06-29-2026