Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: YMCA Early Learning Center **Enrollment:** 49 **License ID:** 22554

Street: 669 S Hackett RD **City:** Waterloo **IA** **Zip Code:** 50701 **County:** Black Hawk

Mailing Address: 669 S Hackett RD

Mailing City: Waterloo **IA** **Zip Code:** 50701

Director's Name: Arwen Bendull **Center Phone Number:** 319-233-3531

On-Site Supervisors: Sarah Camann **E-Mail Address:** BBennett@blackhawkymca.org abendull@blackhawkymca.org

Date of Complaint: 09-22-2026 **Date of Visit:** 09-24-2026

[ ] Scheduled **[X]** 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

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

Summary of Complaint:

On 09/22/26 a concern was reported regarding something that occurred at YMCA Early Learning Center in Waterloo. It is reported that on multiple occasions a five month old child was only given eight ounces of breast milk in an entire day. It is reported that on 09/14/26, the child only received three ounces of breast milk. This information was taken off the Brightwheel app.

It is also alleged on 09/04/26, the child was not given Tylenol despite having a temperature that ranged from 97.6 to 104.6. They had permission from the parent and a doctor's note to give Tylenol with the dosage.

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(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.

109.13(3)a Children under 12 months fed on demand, unless other written instructions from parent.Infant CACFP menu patterns followed and appropriate to the infant's nutritional requirements and eating abilities.Special formulas given to child with feeding problem if prescribed by physician.

Inspection Findings:

CHILD CARE CENTER COMPLAINT

On 09/22/26 and 09/23/26 I had a collateral email contact with Devin Rathjen from the Department of Health and Human Services. Arrangements were made to make an unannounced visit to YMCA Early Leaning Center on 09/24/26 at 3:00 pm.

On 09/24/26 I made an unannounced visit to YMCA Early Leaning Center with Devin Rathjen from the Department of Health and Human Services. We met with Arwen Bendull, the director. We discussed the reported concerns with her. Ms. Bendull states the center uses the Brightwheel app for daily sheets, so feedings are supposed to be documented in the app. The staff members also keep track of when children are fed on a dry-erase board in the classroom. She states when new staff members are in the classroom, they update the board in the classroom but they are not good at documenting the information in Brightwheel also. Brightwheel is not caught up as much as it should be. Ms. Bendull state children are fed following the schedule on the board. They will not force a child to eat if they are not hungry. Ms. Bendull states they typically do not miss feedings, but they do miss documenting the information in Brightwheel. Mr. Rathjen shared the child has not lost any weight but would come home hungry.

I explained to Ms. Bendull that if they are using Brightwheel for their mandated daily sheets it is important that all the information is documented in the app and it is accurate. This is a perfect example of what can happen if there is no documentation. There is no supporting information to prove the child was fed.

Ms. Bendull states that regarding the child not receiving Tylenol, they do not keep children at the center if they have a fever. Ms. Bendull states she originally told the parent they do not give Tylenol to children with fevers because they are sent home and the doctor’s note needed to state a specific reason the medication was necessary. There was a note from the doctor telling them to give the child Tylenol for a fever with the dosage. Mom sent a follow-up note from the doctor that stated the child had an ear infection and to provide Tylenol and so they agreed to do that. The child was given Tylenol for the ear infection once they received the correct doctor note.

Ms. Bendull states they will check the temperature of a child throughout the day if the child is not acting normal or the parent mentions concerns. She states the parent is very open and usually shares if something is out of order.

Ms. Bendull states there was a “typo” in Brightwheel regarding the fever. She states it should have read 100.4 and not 104.

Ms. Bendull shared with Mr. Rathen on a later date, that she reviewed video footage of the infant room on the days in question and the child was provided with all his feedings. The error was in not reporting the feedings in the Brightwheel app.

Special Notes and Action Required:

109.13(3)a. Feeding of children under two years of age and implementation. All children under 12 months of age shall be fed on demand unless the parents provide other written instructions. NOT VIOLATED. Ms. Bendull states the child was fed more than indicated on the Brightwheel app but that staff members failed to document the feedings in Brightwheel. She states the staff members keep an accurate board in the classroom for when children need to be fed.

109.10(1)b. Medications and implementation. The center shall have written procedures for the dispensing, storage, authorization, and recording of all prescription medications, nonprescription medications, and nonmedicated topical products. b. Keep accurate and precise information regarding a child's need for medication before administering any medication. Keep all authorizations and medication administration forms on site where the children are located. NOT VIOLATED. Licensing standards require that a child with a fever ben sent home. However, Ms. Bendull states the child did not have a fever of 104, there was a typo on Brightwheel and the child had a temperature of 100.4. Additionally, the center received the specific doctor's note that said the child had an ear infection after the child recorded this low grade fever. The child was given Tylenol for the ear infection once they received the correct doctor note.

109.9(3) Daily activities and implementation. For each child under two years of age, the center must make a daily written record. At the end of the child's day at the center, the daily written record shall be provided verbally or in writing to the parent or to the person who removes the child from the center. The record shall contain information on each of these areas:
a. The time periods in which the child has slept.
b. The amount of food consumed and the times at which the child has eaten.
c. The time of and any irregularities in the child's elimination process.
d. The general disposition of the child.
e. A general summary of the activities in which the child participated. VIOLATED.
There were several days where according to the Brightwell app the child was under fed. It is mandated for staff members to provide accurate information on the daily sheets for the parents. Ms. Bendull states that children are fed but that staff members do miss documenting information in Brightwheel. The child was either not fed as often as the child should be or the staff members failed to complete accurate daily sheets. Either way, this is a violation.

Currently, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

Consultant's Signature:

Becky Frost

Date:

10-22-2026