Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: ChildServe Iowa City Day Health Center **Enrollment:** 23 **License ID:** 50235

Street: 2350 Oakdale Blvd **City:** Coralville **IA** **Zip Code:** 52241 **County:** Johnson

Mailing Address: 5406 Merle Hay RD

Mailing City: Johnston **IA** **Zip Code:** 50131

Director's Name: Barb Williams **Center Phone Number:** 319-351-5437

On-Site Supervisors: Carlee Nelsen **E-Mail Address:** barbwil@childserve.org

Date of Complaint: 05-02-2025 **Date of Visit:** 06-05-2025

[ ] 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 5/2/2025 a two year old child was left unattended in the classroom while a staff used the restroom. The restroom is attached to the classroom and the child was sleeping at the time.

On 03/27/2025 a three year old child left the room and two staff did not notice. The child was without adult supervision for approximately 5 minutes.

On 2/14/2025 a five year old child was able to unlock the door of the classroom and was out of the room for approximately 90 seconds. The child remained in the building.

All incidents were reported by ChildServe staff.

Licensing Rules Relevant to the 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.

Inspection Findings:

The following is based upon a face-to-face interview with the director/on-site supervisor and staff. Review of administrative items and observations while on-site.

109.10(14)a. The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. VIOLATED.
-Careful supervision was not provided on three separate occasions.

Special Notes and Action Required:

The center is strongly encouraged to use visual cards and face to name checks:
https://www.youtube.com/watch?v=YTV32cYdZqk&t=136s

The director will have each staff review and sign off on the following document:
https://headstart.gov/sites/default/files/pdf/active-supervision-handout.pdf?redirect=eclkc

The director, on-site supervisor and staff involved in the incident will complete a training through Penn State Better Kid Care and send a copy of course completion to HHS by 7/12/2025.
https://extension.psu.edu/programs/betterkidcare/search?SearchableText=supervision

Consultant's Signature:

Heidi Brown

Date:

07-01-2025