

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 ☒ 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 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:

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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