

CHILD CARE CENTER COMPLAINT

Name of Center: Holy Ghost Early Childhood	Enrollment: 243	License ID: 18745
Street: 2981 Central Ave	City: Dubuque	IA Zip Code: 52001
County: Dubuque		
Mailing Address: 2981 Central Ave		
Mailing City: Dubuque	IA Zip Code: 52001	
Director's Name: Anita Valentine	Center Phone Number: 563-582-2578	
On-Site Supervisors:	E-Mail Address: avalentine@holyfamily.dbq.pvt.k12.ia.us	

Date of Complaint: 01-02-2026**Date of Visit:** 01-08-2026
☐ 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:**

On the morning of 1/2/26 at around 8:15am there was one staff in the room with at least 17 children including three year children. Concerns with ratio have been reported to the center in the past.

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.

Inspection Findings:

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The center was visited unannounced by the licensing consultant on 1/2/26 to discuss the reported concerns with the center director, Anita Valentine, and two other staff. Each were spoken to separately. The center's regular licensing visit was also completed on this date, so observations were made throughout the center throughout the day.

109.8(2) Ratio maintained in center as required. VIOLATED

Anita stated she was at the center on 1/2/26 by 7am. Anita recalled the date as being very hectic in the morning because several staff had all called to say they would not be at work. Anita explained how the center opens each day as staff and children arrive at scheduled times and additional rooms are opened.

Anita stated typically by 8:15am all of the rooms are open. Anita stated if would have been room 17 with three year old children on this morning. Anita stated staff SK and staff DY would have been the staff for this group. Anita stated she was unaware of any issue with ratio, but admitted they were short staffed that morning and also that they do allow staff to utilize the rule that allows a brief exception to ratio for staff to use the restroom, and it is possible that someone went to use the restroom. Anita stated no one has come to her with concerns about ratio. Staff DY recalled the date and stated she arrived early that day, about 7:30am, and checked with staff SK to see if she needed help. Staff DY stated SK was with about six children at the time. Staff DY stated she went to another room to work on professional development, and it was about 8:15am that staff SK asked her to come help. Staff DY stated when she got to the room there were definitely more than 10 children, but she was not sure of the exact number. Staff SK stated she has worked at the center for two and one half years. Staff SK stated the children tend to arrive all at once around 8:00am to 8:15am. Staff SK recalled this date and she stated she called DY to come to the room as children were arriving. She stated she might have been out of ratio for a couple of minutes but that staff DY did come right away. She stated the center is not typically out of ratio, but they were very short staffed that day. The center is cited with regard to this report as information does suggest that the room was likely out of ratio for at least a couple of minutes as children were arriving at the center before the second staff was in the room.

Special Notes and Action Required:

Licensing advises that parents not be allowed to leave their child at the center until the room is in ratio. This was communicated to the center director and the staff who were spoken with at this visit. Staff shall be diligent about this even at those busier times of the day when children are being dropped off and ratio is changing quickly. The center director shall communicate this to all staff and ensure there are procedures are in place to request additional staffing when it becomes necessary.

It is noted that Anita states she had already sent out to all staff that the center would not be allowing the brief absence exception to ratio prior to the licensing consultant leaving the center on the day of this visit.

During this visit, the center director was also reminded of allowable age combinations. Two year old children may not be combined with four year old children, and three year old children may not be combined with school age children unless under the very specific rule 109.8(2)h for the very beginning and/or end of the day with only the number of children and staff present at the center as defined by the rule. Anita shall continue to monitor to ensure ratio is maintained at all times.

Consultant's Signature:

Heidi Hungate

Date:

03-04-2026