

CHILD CARE CENTER COMPLAINT

Name of Center:	Iowa's Child Early Learning Community	Enrollment:	1	License ID:	50547
Street:	135 E Douglas Ave	City:	Des Moines	IA Zip Code:	50313
County:	Polk				
Mailing Address:	135 E Douglas Ave				
Mailing City:	Des Moines	IA Zip Code:	50313		
Director's Name:	Tracey Bolin	Center Phone Number:	515-282-1729		
On-Site Supervisors:	Amanda Davis	E-Mail Address:	tbolin@iowaschildelc.com		

Date of Complaint: 07-29-2026**Date of Visit:** 07-30-2026☐ 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:**

It is alleged on two children (ages 6) left the property of Iowa's Child Early Learning Community without staff having been aware the children left the child care center. The children were later located about 2 miles away and their absence was not immediately noticed. Denial of Critical Care, Failure to Provide Proper Supervision is alleged.

Licensing Rules Relevant to the Complaint:

109.10(13)a The center shall have written emergency plans and diagrams for responding to fire, tornado, flood, and plans responding to intoxicated parents and lost or abducted children. Emergency plans shall include written procedures including plans for: Evacuation to safely leave the facility. Relocation to a common, safe location after evacuation. Shelter in place to take immediate shelter when the current location is unsafe to leave due to the emergency issue. Lock down to protect children and providers from an external situation. Communication and reunification with parents or other adults responsible for the children, which includes emergency telephone numbers. Continuity of operations. To address the individual children, including those with functional or access needs.

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:

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I was in contact with Tracey Bolin (director) who stated that on 7/28/26 two children (age 6) did elope from the child care center without staff having been aware for quite a while. We discussed immediate changes to the supervision provided by staff should be and are being implemented. Tracey indicated she had initiated an internal response to the concerns. Tracey had been called back to the center by staff when the child could not be located to assist in locating. Tracey indicated the children were returned to the center by the Police Department.

An unannounced site visit was conducted by HHS staff on 7/30/26. We spoke with the director, the owner and the assistant director. We then interviewed one of three staff with possible involvement (this staff was later found not to have been the caretaker when this incident occurred). The director indicated this occurred about the time (4:50 PM) the school age children were gathering to go to the lower level to have supper. There is a door alarm on the south door to the center however this alarm was disengaged on the day this occurred. The director indicated receiving a phone call from staff around 5:17 PM about how to use the intercom system; several minutes elapsed and the assistant director then contacted the director to advise the children could not be located. The director and the owner then proceeded back to the center. An on-campus search for the children had continued along with one staff looking in the community. The children were not located. The director then went to contact the police, when the police contacted the center and returned the children to the center. The children were located approximately 6:40 PM.

We reviewed to video monitoring from the day this incident occurred which revealed the school-age group of children transitioning from one activity, to washing hands, lining up to get ready to go to the lower level of the center for supper. The video monitoring shows the children being called to get hands washed and to line up and then departing this area for another. The video shows two children leaving the line and hiding in another area of a the school age room. The rest of the group leaves this area (for supper on lower level). Video monitoring indicates that three minutes go by when two children leave out the south exit of the building, headed east. There is a time stamp at 5:10 PM of a person looking for the two children within the school-age room to verbally inquire for the children.

Video monitoring confirms there were two staff caring for the school age children at the time this occurred.

HHS staff made an announced visit to the center on 8/11/26 to interview the two staff confirmed to be working in the school-age room when this incident occurred. A consensus of the interviews indicated a formal face to name count of the school age children did not occur in the school-age room before moving to the cafeteria for supper. A face to name did commence once in the cafeteria which is when it was realized two children were missing. This resulted in an internal response of attempting to use the intercom system, engaging the assistant director, then contacting the director and owner by phone. The director was not on campus when this occurred, but did return and checked video monitoring while others physically checked the center again. Video monitoring then identified the children having left the center.

Staff indicated having completed basic trainings required in the course of employment including close supervision such as face to name counting and emergency response.

There is significant evidence that a licensing violation has occurred per Iowa Administrative Code 109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. To Wit: Staff did not perform a face to name attendance/face to name check prior to leaving one area and arrival upon the destination within the center itself on 7/28/26. Staff indicated having completed basic training that included supervision policies/practices. Staff indicated that face to name was not completed per policy the day this incident occurred. Failure to provide close supervision resulted in a delay to implementing emergency procedures.

There is significant evidence that a licensing violation has occurred per Iowa Administrative Code 109.10(13)a The center shall have written emergency plans and diagrams for responding to fire, tornado, flood, and plans responding to intoxicated parents and lost or abducted children. To Wit: Staff failed to adhere to emergency response processes in place for a "lost child". Face to name attendance was not conducted prior to leaving one room and arrival into another which lead to a delay of staff searching internally and then externally for the children. The children "lost" or missing went unnoticed for approximately 15 minutes; and police were not contacted timely.

Special Notes and Action Required:

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The director and owner immediately reactivated the door alarms in the building, to include the school-age room and this audible when a site visit took place. Staff were directed not to disarm the audible alarm at any time.

The director and owner did immediately plan an all-staff mandatory meeting after this incident occurred. During this all-staff meeting; the center provided all staff with re-training on face to name counting, how to account for a child's presence in the center's electronic application along with an extensive review of emergency response procedures that included written handouts of the center's policies and practices with specific times to respond to emergencies and how to respond such as calling the police within a small time frame should a child not be located on the center property within a few minutes.

-There is now an increased structure for staff to utilize when completing attendance counts such as having the children line up or sit in a designated area while counts are occurring to ensure attendance is completed accurately.

-Staff have been provided daily attendance sheets with expectations of more frequently taking attendance to verify children's presence.

-The process of taking attendance is now completed on a written form and electronically, then "matched" to ensure accuracy.

-The center handouts and policy reflects more concrete times to action and designate which staff is to do respond in what manner by the specified time in an emergency situation.

Consultant's Signature:

Maggie Gibson, SWIV

Date:

08-28-2026