

CHILD CARE CENTER COMPLAINT

Name of Center:	The Conservatory of Worship Arts	Enrollment:	1	License ID:	52857
Street:	7297 NW Fisher Lane	City:	Ankeny	IA Zip Code:	50023
County:	Polk				
Mailing Address:	7297 NW Fisher Lane				
Mailing City:	Ankeny	IA Zip Code:	50023		
Director's Name:	Anna Johnson	Center Phone Number:	515-333-7881		
On-Site Supervisors:	TBD	E-Mail Address:	acapellamontessori@gmail.com		

Date of Complaint: 04-24-2026**Date of Visit:** 04-29-2026☐ 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 a child (age 2) was left unattended for several minutes at The Conservatory or Workshop Arts outdoor play area. If true, this could constitute a child care center licensing violation per Iowa Code.

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:

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On 4/22/26, the center director from The Conservatory of Workshop Arts indicated that a child, age 2, had been left unattended on the center's enclosed outdoor play area for an undisclosed amount of time. The director indicated that the child was located by other parents arriving at the center; and that the child did not incur injury. This occurred in the transition between outdoor time and music class. The director stated an internal review of the situation is taking place and as a part of the internal center response; the director indicated the following response to this incident:

"1. We talked personally with parents of the child who was left outside 2. We have self reported to you. 3. We have self reported to our CCR&R representative that assists with being our liaison to DHHS Tessa Albaugh. 4. We have had a room staff meeting to talk about what procedures were not being followed that allowed this to happen and firmed up the processes. We do have correct processes they simply were not followed on this day. 5. Tomorrow morning we will have an all building staff meeting to address this incident and make sure that all programs across the board are following the correct procedures that are in place."

4/29/26 I completed an unannounced visit to the center along with HHS staff, meeting with the director, Anna Johnson, and those staff members involved when this incident occurred. The consensus from information from staff and the director indicated that the class was outside playing and did transition to a music class around 10:45 AM; during this time period, a face to name count was not completed per center policy/practice. There were several things going on, such as a staff changing a diaper, cleaning up snack and getting the children on to music class. Another adult arrived at the center and found the child unattended at the fence of the outdoor play area and brought this to staff's attention. It is believed the child was unattended for 20 to 30 minutes. Each staff was able to correctly state the face to name process and where this process had not been followed when this incident occurred.

The director indicated that that this incident was discussed in a staff meeting and face to name policy/practices were reviewed for all staff.

There is significant information 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 interviews consistently indicated the child had been left unattended on the outdoor play area for 20 to 30 minutes. In addition; the child was located at the enclosure fence by another adult as staff was not yet aware the child was unaccounted for.

Special Notes and Action Required:

The center director did initiate an internal center response to the concern the child was left unattended. The center director reviewed with the staff directly involved and the center staff as a whole the center's policy/practice of completing face to name comparisons to maintain close supervision, number and names of the children in their care. The center keeps a display on the wall of children in attendance and also uses an application to help staff keep track of the children while attending the center.

No further actions required at this time.

Consultant's Signature:

Maggie Gibson, SWIV

Date:

05-26-2026