Health and Human Services

Iowa Department of Health And Human Services

CHILD CARE CENTER ANNUAL EVALUATION

Name of Center: ABC Learning and Development Center

Provider No.: 52530

Address: 15 Nightengale LN, Dubuque, IA, 52003

County: Dubuque

Director's Name: Holly Richards

On-Site Supervisor:

Phone Number: 5635836654

E-Mail: hollyabclearn@gmail.com

HHS Visit Date: 04/21/2026

Licensing Period: 08/01/2026 to 08/01/2028

Fire Inspection:

Date Inspected: 05/15/2025

Comments:

Report Visit Type:

- [ ] PTO
- [X] Licensing Visit
- [ ] Drop In
- [ ] Administrative Change

License Type:

- [X] Full
- [ ] Provisional

Quality initiative:

- [ ] Accrediation

Program Duration:

- [X] Year-Round
- [ ] School Year
- [ ] Summer Only

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HOURS:	*Year-round*	*School-Year*	*Summer Only*
Sunday			
Monday	5:30 AM to 6:00 PM		
Tuesday	5:30 AM to 6:00 PM		
Wednesday	5:30 AM to 6:00 PM		
Thursday	5:30 AM to 6:00 PM		
Friday	5:30 AM to 6:00 PM		
Saturday			

Program Population Served:

- [X] Infant(0-<24 Months)
- [X] Toddler
- [X] PreSchool
- [X] School Age
- [ ] All Ages

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Aged	Capacity
General	52	36	83	18	189
Summer			1		1

1. Basic Overview

An unannounced licensing visit was completed at this center on 4/21/26. The owner/director is Holly Richards. Holly was not able to be present for the visit, however, her assistant Jenna Sorensen, was present as were other staff. Jenna accompanied the licensing consultant throughout the visit. Holly is a qualified as a director with a master's degree in education (special education), bachelor's degree in early childhood development therapy, and associate's degree in applied sciences along with early childhood experience and training. This is a large center using space on both floors of the building. The center does participate in the Iowa Voluntary Preschool program. The center director states the center uses the Creative Curriculum. The center reports enrollment of 110 children at the time of the visit.

Program rooms on the main floor of the building include: Little Explorer's (younger twos, currently not in use), Little Learners Lane (older twos/threes), Creative Corner (younger threes, currently not in use), Discovery Drive (older threes/fours), Crayola Court (18 months to 24 months), Whippersnapper Way (11 months to 18 months), Lullaby Lane (six weeks to approximately 11 months). An additional room on this level is used as the "library" for all children to use. The room includes a good supply of books. Program rooms on the second floor of the building include: Prek Parkway (fours/fives, prek and child care), Stepping Stones (fours), Adventure Avenue (school age), and Learn and Play (not currently in use except for storage). Materials are accessible to the children in all program rooms. Program rooms are large, bright, and colorful. Most program rooms included adjacent restroom areas and sinks within the program rooms as well. Infant rooms include diaper stations and/or restroom areas adjacent with enough sinks to accommodate food preparation and hand washing if used appropriately. All program space was observed.

The center serves breakfast, snack, lunch, and snack. The center does not participate in the CACFP. The center employs a cook and all meals and snacks are prepared on site in the center's kitchen. The kitchen continues to appear clean and is

organized.

2. Identify Observed Strengths of the program

The center appears to be generally well managed, and the staff appear to work well together. Program rooms are large and organized and offer plenty of space for activities. Program rooms are bright with windows. The center's storage area includes an abundant supply of extra materials that are highly organized including by theme/topic so that staff can routinely change out materials. Staff were once again observed to be highly engaged with the children in program activities in all program rooms. Crafts and projects continue to be posted throughout the program rooms and in the hallways. The center director states the center completes daily sheets for all children until age four. Required licensing documentation and staff and child files are highly organized.

3. Identify the aspects that fall below the standard

109.7(1): All staff (within first three months of employment):Iowa's training for the mandatory reporting of child abuse.At least one hour of training regarding universal precautions.Certification in First Aid infant, child, and adult cardiopulmonary resuscitation (CPR) or equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained.Certification in infant, child, and adult first aid that uses a nationally recognized curriculum or is received from a nationally recognized training organization including the American Red Cross, American Heart Association, American Safety and Health Institute, or MEDIC First Aid or an equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained.Minimum health and safety trainings, (Essentials) approved by the Department. If significant changes occur to content, the Department may require the training be renewed.
1. _1_ staff file reviewed does not have any of the required trainings completed (hire date 9/23/25).

109.9(1)a: All files contain:Copy of a department criminal history record check form or any other permission form approved by Department of Public Safety for conducting an Iowa or national criminal history record checkCopy of a request for child abuse information form, when applicable.Copies of results of Iowa record checks conducted through the SING for review by the department upon request.Copies of national criminal history check results.Any department issued documents sent to the center related to a record check, regardless of findings.
1. _3_ staff files reviewed did not have the Iowa record check completed prior to the staffs' involvement with child care.

109.9(2)d All files contain sufficient information and authorization to allow the center to secure emergency medical and dental services at any time child is in center's care.
1. _3_ child files reviewed did not have dentist information.

109.9(2)i Preschool (for children five years and younger not enrolled in school): Physical exam report submitted within 30 days of admission, was
obtained no more than 12 months prior to admission, is signed by a licensed MD, DO, Chiropractor, PA, or ARNP, and contains health
history; present health status including allergies, medications, and acute/chronic conditions; and recommendations for continued care if
necessary.
1. _2_ child files reviewed either did not have a physical or physical/statement of health is expired.

109.10(1): Medications: The center shall have written procedures for dispensing, storage, and authorization, and recording of all prescription and non-prescription medications.Staff must be over 18 to administer medication.All medications shall be stored in original containers with physician or pharmacist directions. Labels should be intact and stored so they are inaccessible to children and public. Nonprescription medications shall be labeled with the child's name.For every day an authorization for medication is in effect and child is in attendance, there shall be a notation of administration including the name of medicine, date, time, dosage, given or applied, and the initials of the person administering the medication or the reason the medication was not given.For ongoing, long term medications, authorization shall be obtained for a period not to exceed the duration of prescription.Staff shall not provide medications to a child if pre-service/orientation training for medication management has not been completed.
1. Medication present without parent authorization form.

CHILD CARE CENTER ANNUAL EVALUATION

109.10(13)b Emergency instructions, phone numbers, and diagrams for fire, tornado, and flood shall be visibly posted and documented at least once a month for fire and tornado. Records shall be maintained for current and previous year.
1. Fire and tornado drills were not documented for 5/2025.

109.11(3)a: Center shall ensure that:Facility and premises are sanitary, safe, and hazard free.Sufficient lighting shall be provided.Sufficient ventilation.Sufficient heating.Sufficient cooling.Equipment placed in the program area is maintained so as not to result in injury to the children.
1. Miscellaneous choking hazards in an accessible drawer in the whippersnapper way room.
2. Items that should not be accessible to children are accessible in under sink cabinet in the stepping stone street room.
3. Items that should not be accessible to children are accessible in under sink cabinet and in the restroom cabinet of the adventure avenue room.

4. Any corrective action plans, provisional license, and safety plans-steps to get into compliance

N/A

5. Special Notes/Recommendations

Targeted Assessment: Behavior Management
I discussed with the center director oversight of behavior management related to helping childcare staff: 1) Understand expectations, 2) managing frustrations, 3) monitor performance. The center director provided the following responses:
1) We expect staff to know and to follow all behavior guidance policies, while remaining call and processional during those challenging situations. Staff must communicate concerns to director or supervisor when additional support is needed. When behavior concerns do occur, staff should focus on teaching and redirecting the children rather than having an emotional reaction. Our goal at ABC is to help children develop self-regulation skills while ensuring the safety and well-being of children in our care.
2) We coach staff to respond with de-escalation techniques rather than reacting emotionally. This could include things like speaking calmy, using positive language with a low tone of voice, redirecting children appropriately, maintaining appropriate expectations for the developmental age and level of children and most importantly for staff to know they can ask for a break or assistance from directors or supervisors to regulate themselves. During staffing's we discuss the importance of regulation ourselves as children are very aware and often mirror the behavior and emotions of the adults around them.
3) We monitor through classroom observations and coaching conversations. We also review all incident documentation. During observations we look at staff interactions with children and whether they remain calm during challenging situations. We observe how children are redirected and whether all interactions are positive and regulated. We are continually listening to conversations throughout the center, and staff body language. We also meet with staff after challenging situations occur to reflect on the situation and what could or should have been done differently.

The center was 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. The center will need to ensure compliance.

1. Ensure menu is current wherever it is posted.
2. Ensure all open food items are stored in a sealed container or ziploc and are dated for freshness including any food that is in the program rooms.
3. Ensure current lesson/activity plans are posted for all rooms, prek parkway did not have a plan posted.

The center will continue with a full license, however, attention is needed especially in the area of staff and child file tracking and compliance. Please address the concerns noted in the report so that corrections are obvious and ensure that items remain in compliance. This report does not require a written response. Thank you.

Date: 05/26/2026

CHILD CARE CENTER ANNUAL EVALUATION

HHS Licensing Consultant: Heidi Hungate

Non-compliance with any of the mandated regulatory requirements listed above may lead to the cancellation or revocation of your Child Care License. Please take steps necessary to completely address each of the violations noted above.

Child Care Resource and Referral is an excellent resource for providers to access training options and support in your area. You can reach Child Care Resource and Referral at **https://iowaccrr.org**.