Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: KinderCare Learning Center **Enrollment:** 152 **License ID:** 50165

Street: 8601 Thomas Avenue **City:** Johnston **IA** **Zip Code:** 50131 **County:** Polk

Mailing Address: 8601 Thomas Avenue

Mailing City: Johnston **IA** **Zip Code:** 50131

Director's Name: Paige Poore **Center Phone Number:** 515-214-1036

On-Site Supervisors: Shannon Wilke **E-Mail Address:** paige.poore@kindercare.com

Date of Complaint: 10-03-2023 **Date of Visit:** 10-13-2023

[ ] Scheduled **[X]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

A one year old child wasn't being supervised adequately in the gym. The one year old child was able to get into the bathroom by herself and was standing in the toilet. Staff wasn't aware the one year old was in the bathroom. Child was screaming when found.

The center was not following ratio rules by having children as young as one in the gym with preschool age children.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

This worker went to the daycare for an unannounced visit. This worker initially met with Paige Poore, director.
Paige was aware of concerns that a one year old was found in the bathroom in the gym by staff. Paige wasn't at the center at the time but she was contacted by staff. She called the parent of the child after being notified of the incident. She spoke with the two staff who were working in the gym at the time of the incident, M.H. and J.T. Staff told her they were assisting a child who had been dropped off and were having a hard time. At opening time, preschool children are taken to the gym. There are times toddlers and 2's are in there also. She wasn't told by KinderCare or Rachel Ross (district leader) children under three can't be in the gym with preschool age. She wasn't aware of the ratio change by HHS. The parent's information was not inconsistent with the staffs' statement. Staff said that J.T. was holding a child and the parent stated neither staff was holding a child when the parent was in the gym.

This worker talked with J.T. She was an opener but isn't anymore. Children ages two and up are usually in the gym in the mornings but there times the toddlers are also in there. They usually have about twelve children. It was pretty chaotic that morning. They were talking with parents and interacting with the children. She had a child on her lap. The parent reported she saw the child in the toilet. Staff M.H. went to get the child when the parent said what she saw. The child was a little upset.

This worker talked with M.H. She's an opener. Since the incident, Paige has change drop off procedures. There is more staff in the gym. The younger children are taken to their rooms instead of the gym. There are usually twelve kids in the morning. That morning was chaotic. A parent asked her child is she needed to use the bathroom. The parent found a child in the bathroom. The child was wet from being in the toilet. She got the child and took her to her own classroom. The child was crying but not yelling.

This worker talked with Paige. Paige said she did change some things about the morning procedures. The parent did say the child was very upset when she found her. Parent did report concerns about staff not interacting much with the children in the mornings also. She has put more staff on the schedule for opening and also made a change where only preschool age are brought to the gym at drop off. The younger children are taken directly to their classrooms. She wasn't aware the center was out of compliance with ratio but felt it would be better for the children and staff at drop off.

Special Notes and Action Required:

109.10(16)a
Staff shall provide careful supervision.
VIOLATION
Staff weren't aware a one year old had gotten into a bathroom. The one year old had gotten into a toilet and was wet from playing and standing in the toilet. The child was placed at risk of harm and injury as a result of staff not providing adequate supervision.

109.8(2)
Ratio maintained in center as required by age.
VIOLATION
The center was combining children ages one to five years. Children under two cannot be combined with children ages three and older.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

11-30-2023