

CHILD CARE CENTER COMPLAINT

Name of Center: Yellow Brick Road ECDC - Down Town	Enrollment: 94	License ID: 51819
Street: 756 9th ST	City: Des Moines	IA Zip Code: 50309 County: Polk
Mailing Address: 756 9th ST		
Mailing City: Des Moines	IA Zip Code: 50309	
Director's Name: Haley Greenfield	Center Phone Number: 515-285-2256	
On-Site Supervisors:	E-Mail Address: haley.greenfield@ybrecdc.org kacie.harms@ybrecdc.org	

Date of Complaint: 03-18-2025**Date of Visit:** 03-31-2025
☐ 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:**

There were reported concerns about the center having issues with ratio in the infants/toddlers and also while on a field trip. ***already assess in previous HHS assessments

A staff member is very stern and doesn't allow children to talk during meals. He has used physical discipline.

***already assessed in previous HHS assessments

Infants are allowed to sleep in bouncy seats and staff prop bottles.

Infants have missed feedings. ***already assessed in HHS assessments

A child left a classroom and staff weren't aware he left the room.

The center couldn't use the main playground for a few months because it wasn't safe.

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.

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Adequate indoor and outdoor space is provided. The outdoor area shall include safe play equipment and area of shade. Sufficient space provided for dining. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. sufficient cooling. Sufficient bathroom and diapering facilities. Equipment, including kitchen appliances, are maintained so as not to result in burns, shock, or injury to children. Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease.

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109.12(5)e The provider shall follow safe sleep practices recommended by AAP for infants under one year of age: Infants shall always be placed on their back for sleep. Infants shall be placed on a firm mattress with a tight fitted sheet that meets Consumer Product Safety Commission federal standards. Infants shall not be allowed to sleep on a bed, sofa, air mattress or other soft surface. No child will be allowed to sleep in any items not designed for sleeping but not limited to, an infant seat, car seat, swing, bouncy seat. No toys, soft objects, stuffed animals, pillows, bumper pads, blankets, or loose bedding shall be allowed in the sleeping area with the infant. No co-sleeping shall be allowed. Sleeping infants shall be actively observed by sight and sound. If an alternate sleeping position is needed, a signed physician or physician assistant authorization with statement of medical reason is required.

109.15(3)b Children under six months held or fed in sitting-up position. Bottles not propped for any child, given to a child in a crib or left sleeping with a bottle. Spoon feeding is adapted to developmental capabilities of child.

Inspection Findings:

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This worker went to the daycare for an unannounced visit. This worker met with the director, Haley Greenfield, director. Kacie Harms, Regional Director, was present for the majority of the visit. The purpose of the visit was explained.

The main playground was having some drainage issues. There was water leaking into the garage. The center had extensive work done and the center was closed during the winter months for the repair. The fire marshal has been out to view the playground. This worker was shown paperwork regarding repairs. There were no concerns that the playground was going to cave in nor were children's safety at risk. There was just a lot of water leaking so the center wanted to get it fully repaired before reopening. The previous owner had wood underneath the playground. This has since been replaced with rubber so the issue should be resolved. The playground located behind the center, in the alleyway, has fencing on both ends. There have never been any safety issues, never incidents when homeless have been on the playground during times the daycare is open. They do tell staff to always check the playground as several years ago there was a gate that was broken. There are homeless people in the downtown area.

There was a time in October 2024 where this center and another Yellow Brick Road center went to a park. The staff from their center was within ratio. She did take a FaceTime call, it was from Yellow Brick Road management. The center was in ratio for the field trip as there were extra staff from the Yellow Brick Road West for the extra staff requirement. There were complaints made and pictures put on social media. They did talk to her that she shouldn't have stayed on the call since she wasn't in the center.

Kacie and Haley said there have been some concerns expressed about one staff being stern. This staff has some special needs. This staff is an amazing staff overall. This staff is very receptive to feedback. They have reviewed many hours of video when any reported concerns have been given and have never seen anything inappropriate happen with this staff. Due to the need for support and guidance for staff, Yellow Brick Road has a full time management person who watches video full time of classrooms.

This worker went to several classrooms. Classes were in or above ratio requirements. This worker also talked to several staff independently. Staff stated ratio hasn't been an issue at the center. Staff stated children in classrooms. Children are encouraged to talk at their own tables and not yell to children sitting at other tables.

Staff stated one time it was close to closing time. In the preschool room, one staff was reading books to the group. One child opened the door and left the class. A staff was right behind the child. A supervisor sitting by the desk stopped the child also from getting farther out of the room.

Staff said they have buddy classrooms at opening. Staff said they generally don't mix with other age groups because they have buddy rooms. If they are close to being out of ratio, they talk with rooms beside theirs or they call to management to help figure it out. One staff stated there was one day this past fall where at opening a room that had 2/3's was out of ratio. The third staff was coming in. She had called to the front desk and nobody answered. A parent was waiting in the classroom for a very short time, not even five minutes when the staff arrived. Several staff stated supervisors are very strict about ratio and they want to know if classrooms need help.

In one infant classroom, this worker saw an infant sleeping in a bouncy seat with a bottle propped. There was a six month old infant with a blanket in a crib in this classroom also. This worker addressed both of these violations immediately with staff. This worker told the director what had happened as well. There were two staff working in the classroom.

Special Notes and Action Required:

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109.12(5)e

The provider shall follow safe sleep practices recommended by AAP for infants under one year of age: Infants shall always be placed on their back for sleep.

Infants shall be placed on a firm mattress with a tight fitted sheet that meets Consumer Product Safety Commission federal standards.

Infants shall not be allowed to sleep on a bed, sofa, air mattress or other soft surface. No child will be allowed to sleep in any items not designed for sleeping but not limited to, an infant seat, car seat, swing, bouncy seat.

VIOLATION

109.15(3)b

Children under six months held or fed in sitting-up position.

Bottles not propped for any child, given to a child in a crib or left sleeping with a bottle.

VIOLATION

109.8(2)

Ratio maintained in center as required by age.

NOT A VIOLATION

109.10(16)a

The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.\

NOT A VIOLATION

109.11(3)a

Center shall ensure that:

Facility and premises are sanitary, safe, and hazard free.

NOT A VIOLATION

Haley Greenfield followed up the day after the visit regarding the violations found in the complaint.

The staff in the infant classrooms were written up for the incident. The staff are going to have trainings on safe sleep and any other relevant trainings. There was an additional staff written up also. This staff requested the infant in the crib have a blanket.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

04-24-2025