

CHILD CARE CENTER COMPLAINT

Name of Center: Downtown Cedar Rapids KinderCare	Enrollment: 120	License ID: 51966
Street: 615 1st AVE SE	City: Cedar Rapids	IA Zip Code: 52401
County: Linn		
Mailing Address: 615 1st AVE SE		
Mailing City: Cedar Rapids	IA Zip Code: 52401	
Director's Name: Amanda White	Center Phone Number: 319-362-0207	
On-Site Supervisors: Lauren Speth	E-Mail Address: rachel.ross@kindercare.com amanda.white@kindercare.com	

Date of Complaint: 08-27-2025**Date of Visit:** 08-29-2025
☐ 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:**

On 8/7/2025, a complainant reported multiple staff and management did not follow the special medical care plan for a 4yo child with documented medical needs including severe sun allergy. The complainant reported staff repeatedly had the 4yo child outdoors without prescribed sunscreen and sun protective clothing which resulted in the 4yo child suffering sun related allergy and injuries.

Licensing Rules Relevant to the Complaint:

109.9(1)c All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training.

109.9(2)e All files contain information regarding the specific health and medical needs of a child including information regarding any prescribed treatment.

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.

109.9(2)k Any child with special health needs, a written emergency plan. Copy shall accompany child if they leave the premises.

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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.

109.10(8) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes: Minor injuries. Minor changes in health status. Minor behavioral concerns. Incidents resulting in injury to a child. Shall be verbally notified immediately when there is: A serious injury to a child. An incident resulting in a significant change in health status. An incident includes the child being involved in inappropriate, sexually acting out behavior. A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file. Serious injuries and deaths must be reported to the Department within 24 hours.

Inspection Findings:

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On 8/29/2025, licensing along with an additional DHHS person conducted an unannounced visit to Downtown Cedar Rapids KinderCare. The following is based upon a face-to-face interview with director Amanda White, a face-to-face interview with assistant director/OSS Lauren Speth, conversation and correspondence with KinderCare district leader Rachel Ross, a face-to-face interview with staff Lilliana P, a face-to-face interview with staff Tashara W, a face-to-face interview with staff Matthew W, a face-to-face interview with staff Aaliyah G, a face-to-face interview with staff Kendra W, observations while on-site, observations while on-site, and review of internal and external administrative items:

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RULES VIOLATED. COMPLAINT IS VALID.

- The 4yo child's file lacked documentation of any physical exam. The 4yo child continued to attend with documented requests for a physical exam on 9/6/2024, 12/26/2024, 2/15/2025, 8/5/2025, 8/15/2025 and 8/18/2025.

- The 4yo child's file did contain a May 2025 medical note indicating the 4yo child has a severe reaction to the sun, is required to wear a SPF body suit, is required to wear a SPF hat and required to have specific sunscreen applied 20 minutes before going outside with reapplication every hour when outdoors. The May 2025 medical note indicated the 4yo child was to have sunscreen applied to the neck, ears, face, scalp and feet. Further information in the May 2025 medical note required the 4yo child to be taken inside, kept away from windows and parent contacted if there were any reactions including redness or blistering.

- Information gathered noted the 4yo child had a sun injury on 5/5/2025, 8/5/2025 and again on 8/7/2025 after being at childcare.

- The 4yo child's file lacked any written incident report for the sun injuries.

- The 4yo child's file lacked documentation of any parental notification of the 4yo child's sun injuries.

- Verbal accounts all corroborated a constant rotation of staff were providing childcare to the classroom in which the 4yo child was enrolled. Verbal accounts confirmed inconsistent awareness and apathetic response as to the 4yo child's condition, reliance solely on informal classroom signage or notes rather than a formal allergy action plan, and failure to document the application of prescribed sunscreen as it relates to the 4yo child's allergy.

- Multiple staff files reviewed lacked any overall orientation to childcare, lacked documentation of required trainings, lacked a review of licensing rules, and lacked a review of program's own policies and procedures.

- Current director Amanda White reported the previous director's employment ended on 7/2/2025 and that she officially assumed the director role for this KinderCare location on 7/14/2025. Ms. White discussed how the transition has included numerous tasks related to compliance issues not previously addressed.

Special Notes and Action Required:

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It shall be noted:

- On 9/1/2025, Ms. White indicated the center was currently operating with only 16 staff who were fully compliant with all administrative items. Ms. White reported the center is not accepting more children in at any given time then they have fully compliant staff to properly accommodate. Ms. White indicated the other staff not in attendance were reminded of KinderCare's 9/1/2025 deadline to have completed all the required trainings, and that those staff will not be scheduled until they can present with all the required documents and trainings. Ms. White reported as of 9/1/2025, the center is also only allowing children that have all required administrative items (including physical exams, immunization records, special care plans for any reported special circumstance) in their file to attend. Ms. White indicated the other enrolled children may return for childcare when each present with all the required paperwork.
- On 9/3/2025, licensing received and reviewed a written corrective action plan dated 9/3/2025 from district leader Rachel Ross and quality business partner April Carter. The corrective action plan outlines extensive efforts the center has and is implementing to swiftly move into compliance.

Based upon the above, no further response to this report is requested.

Please note: Non-compliance with any of the mandated regulatory requirements listed above may lead to the cancellation or revocation of your Child Care License. If any violation(s) is noted above, please take steps necessary to completely address each and every violation. Child Care Resource and Referral (CCR&R) and our local Child Care Nurse Consultant (CCNC) are excellent resources for providers to access training options and support in your area.

Consultant's Signature:

Amy Lyons

Date:

09-08-2025