Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: KinderCare Learning Center - Ankeny **Enrollment:** 111 **License ID:** 50489

Street: 3055 N Ankeny Blvd **City:** Ankeny **IA** **Zip Code:** 50021 **County:** Polk

Mailing Address: 3055 N Ankeny BlvdLegal Name: REE Midwest Inc.

Mailing City: Ankeny **IA** **Zip Code:** 50021

Director's Name: Brianne Short **Center Phone Number:** 515-964-0688

On-Site Supervisors: Taylor Proctor **E-Mail Address:** ankeny@kindercare.com

Date of Complaint: 08-22-2023 **Date of Visit:** 08-22-2023

[ ] 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:

Both toddler rooms were out of ratio at drop off. The toddler classrooms have been out of ratio on multiple occasions, today wasn't an isolated incident.

Licensing Rules Relevant to the Complaint:

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

Inspection Findings:

8/22/23 This worker spoke with informants. Informants stated daycare had some college students working this summer. This summer ratio has been better. These staff recently stopped working and the toddler classrooms have been out of ratio at times. Parents have brought children in the morning and staff are out of ratio. Sometimes parents have waited until a second staff comes in. One parent waited for fifteen minutes. That staff had five toddlers by herself. One time a second staff came in and the two staff members argued where the staff should go because one of the rooms was going to be out of ratio. Staff have said they are trying their best. One time the director told a parent she was working in a classroom and that a toddler classroom was not out of ratio. The parent had seen the director in the parking lot when the parent was leaving the daycare. Parents are very frustrated. The daycare center recently sent an email asking some families who have children in toddler rooms to drop their kids off later so management is aware there is an issue with ratio in the toddler rooms in the mornings.

This worker went to the daycare for an unannounced visit. The center has a secured entrance. This worker observed Bri, the center director, sitting at the front desk when this worker was waiting to be let into the daycare. Bri was sitting at the front desk. Bri answered this door. This worker explained the purpose of the visit. Bri said the classrooms are in ratio today. Bri said she was working in Toddler 2 today. This worker asked Bri why she was at the front desk if she was in ratio in a classroom. Bri said she had been on the phone with Rachel before the worker got to the center.

This worker went to the Toddler 2 class. Rachel, the assistant director, was working in the class. This worker explained the purpose of the visit. Bri came to the class also. There were eight toddlers in the class. Rachel said they have been well staffed until some summer staff went back to college. Staff have been asking parents to wait with their own children at times so staff wouldn't be out of ratio. Sometimes it can be confusing to parents and it can look chaotic in the mornings because children are moving classrooms when staff are getting are arriving to their classrooms. They do try their best to always maintain ratio. This worker explained some specific concerns reported. Bri said there was a misunderstanding on days when she had told a parent she was in a classroom working but she she actually getting to the daycare.

This worker talked to staff in classrooms of younger children. There were no concerns of ratio in those classrooms. Staff did state there were recent issues with ratios in the toddler classrooms.

This worker talked with Rachel Ross, Regional Director, while at the daycare. Rachel said she was not aware that Bri had left the classroom while they were on the phone earlier today. She was aware the Bri and Taylor were working in a toddler classroom this morning as the center is working on hiring staff due to some summer staff leaving. KinderCare doesn't approve staff leaving infant classrooms out of ratio even though code allows this. She will follow up with Bri today regarding the concerns.

This worker talked with Bri and Rachel. Bri said she is trying to hire more staff and this has been very challenging. She and Rachel have been in the classrooms a lot working due to them being short staffed. There are short time periods they have been out of ratio only because they are waiting for staff to arrive. She has asked for help from other centers and hasn't gotten help. They asked some morning parents to bring their kids in later to help. They also ask parents to wait with their children if that room will be out of ratio.

Special Notes and Action Required:

109.8(2)
Ratio maintained in center as required by age.
VIOLATION
There have been recent incidents of the center being out of ratio in the toddler classrooms. KinderCare needs to be address the issue of being short staffed to be in compliance. There needs to more support and a more detailed plan when it is known the center is short staffed in specific classrooms.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

09-29-2023