

CHILD CARE CENTER COMPLAINT

Name of Center:	KinderCare Learning Center - Ankeny	Enrollment:	87	License ID:	50489
Street:	3055 N Ankeny BLVD	City:	Ankeny	IA Zip Code:	50021
County:	Polk				
Mailing Address:	3055 N Ankeny BLVD				
Mailing City:	Ankeny	IA Zip Code:	50021		
Director's Name:	Mary Pickering	Center Phone Number:	515-964-0688		
On-Site Supervisors:	Taylor Proctor	E-Mail Address:	ankeney@kindercare.com		

Date of Complaint: 10-16-2025**Date of Visit:** 10-17-2025☐ 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:**

Concerns reported the center has been operating out of ratio in several classrooms, especially in the mornings.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required: Brief absence of staff person permitted for 5 or less minutes when another staff person is present. At least one staff is present in every room where children are resting. If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained. Ratio in infant rooms is always maintained. When more than eight children are present on the licensed premises, at least two staff members shall be present. For a period of two hours or less at the beginning and end of the center's hours of operation, one staff member may care for eight or fewer children, provided no more than four of the children are under two years of age and there are no more than eight children in the center. Ratio exceeded for school-age children when school classes unexpectedly start late, are dismissed early, or cancelled. For no more than four hours, care is limited to children already in the program and licensed capacity is not exceeded.

Inspection Findings:

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This worker went to the daycare for an unannounced visit. Hailey Thompson, who identified herself as a supervisor, opened the door. This worker explained the purpose of the visit. Hailey said the director and assistant director weren't working today. Hailey said Jess Gathercole, director for Pleasant Hill KinderCare had been contacted that this worker was at the daycare and she was on her way to the daycare at this time.

This worker went to all the classrooms that were in operation today. This worker talked to the staff in all classrooms. All classrooms were in ratio at the time of the visit. Staff reported various incidents that the center has been out of ratio. Staff stated they have had staff quit recently. Staff stated they have some staff who run late in the mornings, causing classes to be out of ratio. Staff stated there are some staff who call in or don't show up for work, causing classrooms to run out of ratio. Staff stated there is one classroom that is not in compliance at opening as the director has three year old children in the PreK and School Age room. This room is struggling to be in ratio also. Sometimes the room is out of ratio by 7:30 am. Staff are aware that 3 year old children can't be in with this age group. The director has at times walked with children in the hallways until staff get there, instead of telling parents to wait until staff arrive or telling families they can't come because they don't have enough staff. The director has infants in the buggies and has other children walking alongside her. Parents are making comments about ratio. There are staff from two other centers working at this center today as the center is short staffed.

This worker met with Jess Gathercole, and updated her with concerns about ratio non-compliance. Jess said she has been sending staff from her center to help. She is aware this center has been short staffed at times. The director at this center is on leave at this time. She isn't sure when Mary is returning. The assistant director is off for a short time today. She will update Rachel Ross, KinderCare District Leader, and have Rachel contact this worker.

10/16/25 This worker sent Rachel Ross an email.

10/16/25 This worker received a message from Mary Pickering.

10/17/25 Phone call to Mary Pickering. Mary stated has returned to work. She was made aware of the visit and concerns reported. She believes things have gotten better. She has been telling people no as far as time off if it will cause issues with ratio. Taylor does an excellent job but she does have a hard time telling people no as far as people wanting to take time off, leaving, etc. They have gotten help from other centers to help with ratio. She understands she needs to tell parents to stay at the center and wait or tell families they can't provide care if needed. This worker said they need to stop enrolling new families until staffing is stabilized. They also need to look at making scheduling changes. Mary agreed to this.

Special Notes and Action Required:

109.8(2)

Ratio maintained in center as required:
VIOLATION

The center cannot take new enrollees until staffing has stabilized, until scheduling changes can support the children they are serving.

This can be evaluated in one month. The director can contact HHS with updates at that time.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

10-24-2025