

CHILD CARE CENTER COMPLAINT

Name of Center: Hickman Kindercare	Enrollment: 90	License ID: 49510
Street: 15200 Hickman RD	City: Clive	IA Zip Code: 50325 County: Polk
Mailing Address: 15200 Hickman RD		
Mailing City: Clive	IA Zip Code: 50325	
Director's Name: Paige Poore	Center Phone Number: 515-987-5755	
On-Site Supervisors: Faith White and Paige Bice	E-Mail Address: Paige.poore@kindercare.com Danielle.anderson@kindercare.com	

Date of Complaint: 03-30-2026**Date of Visit:** 03-31-2026
☐ 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:**

A complaint regarding the center came to this consultant's attention on 3/30/26. It alleged that on 3/20/26 and then again on 8/27/26, a one year old child was given food that they were allergic to.

Licensing Rules Relevant to the Complaint:

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(7) First aid kit: The center shall ensure that a clearly labeled first aid kit that is sufficient to address minor injury or trauma is available and accessible to staff at all times when children are in the center. In the outdoor play area. On field trips (away from the center).

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.

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109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.11(2)b Program space must meet the following conditions: Room must be arranged so as not to obstruct the direct observation of children by staff. Individual covered mats, bed, or cots and appropriate bedding will be provided for all children who nap. Equipment and materials are maintained in a sanitary manner. Sufficient spacing must be maintained. The center will have sufficient toilet articles for each child for hand washing.

Inspection Findings:

On 3/31/26, this consultant as well as HHS worker, Heather Hewitt, made an unannounced visit to the center and informed the on-site supervisors of the reported concerns. The director, Paige Poore, was not present for this visit, but this consultant informed her of the reported concerns via email after the visit concluded.

Staff interviewed confirmed that the child in question did, on two separate occasions on back to back weeks, was provided food they were allergic to per the child's physical/paperwork that listed allergies. All staff working in classrooms need to know specific food allergies/medications of children to ensure children don't get these items. The center is **FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(14)A AS IT PERTAINS TO SUPERVISION OF CHILDREN.**

After looking through the child's file, there were no incident reports in regards to the two above incidents. Other incident/accident reports reviewed for this child unrelated to this specific matter were incomplete. The center is **FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(8).**

After speaking to staff, this consultant and HHS Hewitt, then observed the child's main classroom. Upon observing the classroom, several issues were observed. Staff, when questioned, stated the child's epipen was in the first-aid backpack.

1. The first-aid backpack was not labeled: The center is **FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(7).**
2. The child's epipen was not in the first-aid backpack, but rather, it was found in the bag that the child brought from home. There were two epipens, one of the epipens was expired. When this consultant questioned where the food allergy action plan was located, staff stated they thought it was posted behind a cupboard. When this consultant looked, the plan was not present. Staff then thought the plan was in the next door classroom. When this consultant looked in the next door classroom, it was not present. The food allergy action plan could not be located. The center is **FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(1) AS IT PERTAINS TO MEDICATIONS AND HEALTH PLANS.**

Additional concerns which appear related to the classroom being unorganized were that when the room was observed, children were napping on cots. However, many children did not have sheets on the cots. When questioned as to why, staff stated the sheets were in the next door classroom. Spacing between children was also insufficient. Three feet spacing or close to that is required between napping children. Many children observed napping were sleeping right next to each other and several less than a foot apart. The center is **FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.11(2)B.**

Continued violations such as the above health and safety and supervision concerns could result in the center being downgraded to a provisional license in the future. The director, on-site supervisors, and the director's supervisor have a safety plan in place to hopefully prevent these type of issues from occurring again.

Special Notes and Action Required:

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All staff working in classrooms that have allergies or any other type of medications need to be fully aware of these situations and where health plans and medications are located. The center has put in place a more strict policy in regards to food be transported from the kitchen to classrooms to ensure children who have allergies are not provided these foods.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email Nathan.Knepper@hhs.iowa.gov so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the HHS Licensing Consultant to inquire.

Consultant's Signature:

Nate Knepper

Date:

04-28-2026