Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Oralabor KinderCare **Enrollment:** 80 **License ID:** 50977

Street: 225 SW Oralabor RD **City:** Ankeny **IA** **Zip Code:** 50023 **County:** Polk

Mailing Address: 225 SW Oralabor RD

Mailing City: Ankeny **IA** **Zip Code:** 50023

Director's Name: Sydney Drexler **Center Phone Number:** 515-963-9095

On-Site Supervisors: **E-Mail Address:** Sydney.Drexler@kindercare.com

Date of Complaint: 02-05-2024 **Date of Visit:** 02-07-2024

[ ] 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:

On 2/5/2023 at approximately 9:55 am, a two year old child was left unattended on the playground after his class had been outside on the playground.

Licensing Rules Relevant to the Complaint:

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

2/6/24 This worker and HHS Jones discussed the concerns as HHS Jones is also doing an assessment regarding the concerns reported about the child being left on the playground unsupervised.

2/7/24 Visit to daycare with HHS Jones. Director Sydney Drexler was available to meet and discuss the concerns. Sydney is aware of the incident that occurred on 2/5/24. She became aware of the incident when Rachel Ross, district leader, called and told her there was a video on Facebook showing the child outdoors by the door. She believes Rachel called her about 12:26. They were initially trying to figure out what classroom and then what child had been left outside. There were two phone calls with Rachel Ross, one at 12:26 and one at 12:42.

The child's classroom went outside around 9:30 - 9:35 am. The class came back inside from the playground at 9:55 - 10:00 am. The video was posted on Facebook at 11:00 am. They were attempting to figure out what KinderCare in Ankeny it was, then what classroom and child was left outside. They immediately brought that staff, S.B., down to the office and talked to the staff who was working in Discovery Preschool 1 when they figured out what classroom it was. S.B. checked out of her classroom at 1:28 pm, which is when she came to the office. This worker reviewed the staff file of S.B. which was current and complete. The staff had been employed at the daycare since June 2023. There had not been incidents or concerns noted or reported prior to the incident on 2/5/24.

S.B. initially denied a child from her classroom was left outside. Sydney told her about the video that had been posted. S.B. then stated she couldn't remember what child was left outside. S.B. did admit the child what child was left outside but she said she didn't know how long he was outside by himself.

The parent was very angry that she found out about the incident from Facebook rather than the daycare. She was also mad there wasn't an incident report ready for her when she got to the daycare to pick up the child. The parent got to the daycare around 2:00 pm. The daycare didn't notify HHS and planned on doing so but they had been addressing the issue, figuring out what was going on, etc. Supervisor Todd Savage had contacted them at 3:01 via phone call and Sydney told him they had planned on contacting HHS about the incident.

This worker and HHS Smith observed the Discovery 1 Preschool, the playground area and the area the child was observed outside. Sydney said there is a door that leads directly from the hallway to the two year old playground and S.B. didn't use that doorway on 2/5/24. She used a different door which goes around the back area of the building. There were backs of ice melt on the ground in that area. The area is also fenced in so the child could not get to the parking lot on his own.

Sydney provided a copy of the incident/accident report completed by herself on 2/5/24.

Special Notes and Action Required:

109.10(16)a
The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.
VIOLATION
A staff left a two year old child unsupervised outside of the daycare center. The staff falsified a document and stated she had seven children in the classroom after coming in from being on the playground. A two year old is incapable of self supervision. The staff member would not tell the director how long the child had been left outside.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

03-07-2024