

CHILD CARE CENTER COMPLAINT

Name of Center: KinderCare Learning Center	Enrollment: 178	License ID: 50165
Street: 8601 Thomas Avenue	City: Johnston	IA Zip Code: 50131
County: Polk		
Mailing Address: 8601 Thomas Avenue		
Mailing City: Johnston	IA Zip Code: 50131	
Director's Name: Briana Johnson	Center Phone Number: 515-214-1036	
On-Site Supervisors:	E-Mail Address: briana.johnson@kindercare.com	

Date of Complaint: 03-07-2025**Date of Visit:** 03-10-2025
☐ 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:**

It is alleged that a staff member threw an item at another staff member, flicked that staff in the face and pushed the staff. The staff were working in a toddler room at the time of the incident.

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:

3/10/25 Communication with HHS McManigal, who is also assigned to work on this case

 3/17/25 Communication with Bri Johnson, director of the center
 Communication with HHS McManigal

4/10/25 Communication with HHS McManigal

4/11/25 Phone call with Bri Johnson. Staff S.W. has been on administrative leave since the beginning on this complaint. Bri was made aware of an incident between two staff, S.W. and someone previous employed, A.T. This occurred a few months ago. The two were arguing in the classroom. S.W. threw a wadded up paper towel at A.T. There were no children near them at the time. She did separate the two and they didn't work in the same classroom after the incident. She was not told the two got into any physical altercation. A.T. was terminated from employment for an unrelated issue. S.W. was given coaching as a result of the incident. This is in S.W.'s personnel file. There were other concerns reported about S.W. hitting a child's hand or putting her hand on a child's head but this was explored at the time. The person who reported it recanted and said that isn't what she saw. This worker discussed appropriate steps KinderCare should take if S.W. should take if S.W. were to continue employment. Bri agreed this would be very appropriate.

CHILD CARE CENTER COMPLAINT

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

HHS Manigal met with various staff, family members during the course of her assessment. Staff reported seeing S.W. throwing a wadded paper towel or a pacifier at another staff member in a program room. There was also yelling go on between the two staff.

KinderCare is going to have management establish a corrective action plan if S.W. is going to return to work due to the incident in which she threw a wadded paper towel at another staff in a toddler room. She was also yelling back and forth with this staff. This was very inappropriate, unprofessional behavior that could have resulted a child being hit by the object.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

04-21-2025