Iowa Department of Human Services
CHILD CARE CENTER EVALUATION AND RECOMMENDATION FOR LICENSE

Name of Center: Childtime Learning Center at Park & Ride **Enrollment:** 65 **License ID No. (Reapplications)** 27930

Street: 610 Center ST **City:** Des Moines Iowa **Zip** 50309 **County:** Polk

Mailing Address: 610 Center ST, Des Moines, IA, 50309

Director's Name: Interim Cassandra Long **Phone Number:** 515-243-4366

On-Site Supervisor(s): Kylie Burdick **E-Mail:** 1701@childtime.com

Date(s) of Visit: 06-02-2025

Licensing Visit X **Unannounced Visit** X **Off Year Visit** **Administrative Change**

LICENSING VISITS

New Application X **Re-Application** **NA**

Signed Application (470-0722) Received X **Yes** **No** **NA** **Date Signed:** 03-07-2022

FIRE INSPECTION **State** X **Local** **NA** **Is Fire Inspection Approved?** X **Yes** **No** **NA**

Date Inspected: 04-23-2024

Comments : Fire inspections due at least every three years. Completed by FF Jacobson with Des Moines Fire Dept.

LICENSE TYPE: X **Child Care** **Preschool (ages 3-5 meets three hours or less per day)**

Financial Type: X Profit Non-Profit NA

Accredition: Accredited NAEYC NSACA Other X NA

Program Serves: X Infants (0-23 mo.) X 2 Years X Preschool-Age School-Age

Get-Well Evening Care Special Needs

SCHEDULE: X Year-round School-Year Summer Only

HOURS:	*Year-round*	*School-Year*	*Summary Only*

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Age	Capacity
General	44	12	42		98
Summer					0

QRS Rating: N/A

RECOMMENDATION FOR LICENSE:		
	FULL license from	
X	**PROVISIONAL** license from	06-12-2025 to 12-12-2025
	DENIAL of initial application	
	SUSPENSION of license	
	REVOCATION of license	

Licensing Consultant: Maggie Gibson, SWIV **Date:** 06-05-2025

I. IF CURRENT LICENSE IS PROVISIONAL, IDENTIFY THE CORRECTIVE ACTIONS

Below is in addition to a complaint completed 6/3/25 that outlined the need to increase sanitary methods, cleaning and organization in the center along with updating medical care plans or accommodation plans when needed.

109.6(6)c: Center repeats Iowa record checks at a minimum of every two years or when aware of additional child abuse or criminal history that occurs.
>>There are multiple staff files that are missing information, including SING checks, at least one staff file contained expired SING checks.
>>Center Interim Director and District Manager are working to compile records and ensure all staff have valid SING or Iowa background checks completed and placed in staff files

109.6(6)d: Center repeats national criminal history checks at a minimum of every four years or when aware of additional history that occurs.
>>Several staff files were not able to be located; including federal background checks (finger print)
>>Center Interim Director and District Manager are working to compile records and ensure staff have valid National Background (finger print) checks completed and kept on file at the child care center secured.

109.7(2): Center directors and all staff have the required contact hours of training.
Number not in compliance: 3
>>Some staff files were not able to be located; two files that were located did not contain information of annual required training
>>Center Interim Director and District Manager will compile a list of staff records and work with staff to update/obtain required annual training hours; certificates and dates of completion should be kept in staff files.

109.8(2)b: Combinations of age groupings for children between 3 and 5 years of age may be allowed with a staff of 1 to every 12 children.
>>On two occasions were observed with the 3-4-5 year old children combined for rest periods; there was one staff to 19 and another two staff to 30 children; the children were awakening and staff ratio on the property was not met.
>>Center Interim Director and District Manager will ensure when staff are entitled to breaks, that additional staff are present in classrooms to maintain ratios, particularly when the children are awaking from rest periods.

109.9(1)b: All files contain:A signed copy of DHS criminal history record check or any other permission form approved by the Department of public Safety for conducting an Iowa or national criminal history check. A copy of Request for Child Abuse Information.Copies of the results of Iowa records checks conducted.Copies of national criminal history check results.Any Department-issued documents sent to the center related to records check.
>>One staff file reviewed contained a SIGN check that indicated further research required and no information was in the file that a record check evaluation or further research had been completed.
>>Center Director and District Manager will identify when/if staff require a record check evaluation and ensure follow up and completion of the record check evaluation is completed for all staff in ratio.
Number not in compliance: 1

109.9(1)d: All files contain a pre-employment physical exam report completed within six months prior to hire and at least every three years. Physical exams shall be documented on form 470-5152, Child Care Provider Physical Examination Report.

Number not in compliance: 3
>>Staff files that were located; contained expired physicals (past 3 years after completion)
>>District Manager and Interim Director will ensure staff provide a physical form prior to employment (that was conducted within the past 6 months) and then every three years after.

109.9(1)e: All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training.
Number not in compliance: 1
>>Current certifications for CPR/First Aid training could not be located for some staff; and at least one staff file had an expired CPR/First Aid certification.
>>District Manager and Interim Director were in the process of arranging for training to update/complete CPR/First Aid training for all staff. Work is also being completed to determine if staff have previously completed such training and then placing the completion date and certificate in staff files.

109.10(10): 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 significant change in health status.An incident includes 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.
>>A child's file was reviewed, having incurred a known medical incident that was not documented or contained in the child's file.
>>District Manager and Interim Director will complete staff training regarding incident or injury reports, notifying parents, creating documentation, placing documentation in the child file and when/if to notify DHHS.

109.10(15)b: Emergency instructions, phone numbers, and diagrams for fire, tornado, and flood shall be visibly posted and documented at least once a month for fire and tornado. Records shall be maintained for current and previous year.
>>Documentation that fire/tornado drills had been completed were not able to be located.
>>District Manager and Interim Director will resume ensuring staff and children complete monthly emergency drills, completing documentation and keeping information on file for at least two years time.

109.11(3)d: Record of monthly inspections of outdoor recreation area and equipment shall be kept.
>>Documentation that playground safety checks had been completed could not be located
>>District Manager and Interim Director will resume ensuring that playground safety checks are completed, documented and kept on file for at least two years time.

109.11(7)c: All centers: Annual inspection prior to heating season of all fuel-burning appliances to reduce risk of carbon monoxide poisoning and shall install one carbon monoxide detector on each floor that conforms to UL Standard 2034.
>>HVAC inspection receipts could not be located; it was unknown if the center possessed and utilized carbon monoxide detectors.
>>District Manager and Interim Director will obtain receipts for annual heating and cooling inspections, or obtain annual inspection and keep on file for review. Interim Director would obtain and place a least one carbon monoxide detector within the center.

II. IDENTIFY THE AREAS OBSERVED ON THE VISIT:

An unannounced annual visit was completed 6/2/25. The district manager (Melissa Warren) and Interim Director Cassandra Long were present for the visit.

This is the only Childtime Center located in the metro area. The center is owned by The Learning Care Group which is based out of Michigan. The Learning Care Group has other centers in the metro area that go by a different name. The District Manager is Melissa Warren, who oversees Iowa and Missouri Centers. Each center has a qualified director. This center has an interim director at this time; and the process of identifying a permanent director is on-going. The assistant director is Kylie Burdick, starting in this role in October of 2022. Kylie has over five years of experience in a childcare setting prior to becoming the assistant director.

This center is located at the downtown Des Moines Park and Ride Garage. Hours are 6:30 am-6:00 pm. There are six enclosed classrooms. They serve infants up to five years of age.

All areas of the program were observed. These areas observed consisted of classroom observations and activities, nutritional practices, health and safety practices, playground observation, field trip and transportation practices, and

administrative review.

Room observations/Activities: The company provides the curriculum for the center and this is based on the school readiness pathway for infants up to preschool age children. The company also devised their own application (Sproutabout) to communicate with families. Ratio for a room with combined 3=4=5 year old children was off due to the children awaking from rest time; which was promptly corrected when noticed. The center is working to refresh the supply of toys and play centers and some room furniture. A system for completing daily cleaning/sanitization is being implemented; and rooms were clean when observed. Staff were engaged with the children during this visit. The children were content. Director and staff will continue to ensure ratio is maintained through the day.

Nutrition Practices: There in an on-site kitchen. There is usually dedicated kitchen staff, however on the day of the visit, the cook was in ratio helping provide supervision . The center is enrolled in the CACFP food program and as such, the menus reflect this criteria. The kitchen was clean and organized; with menu's posted. The meals/snacks are served family style in the classrooms. Menus are crafted by the assistant director.

Health/Safety: Handwashing posters were displayed. First aid kits were available and were newly restocked. Tornado/Fire diagrams were posted. The interim director is implementing monthly emergency drills and documentation beginning June 2025. Radon testing was completed 6/14/23; all levels below 4.0. The center needs to acquire carbon monoxide detectors.

Playground: The playground is enclosed with chain link and wrought iron look fencing. There are two shade structures and play equipment. Surfacing is artificial turf. The playground appears in good repair. Playground safety checks will begin June 2025 and documented.

Transportation/Field Trips: NA

Administrative Review: Fliers for mandatory reporting, consultant contact, license, and non-smoking signs were posted. This center is currently compiling staff files which were in need of all required information. Child files did have adequate information however will also be checked. The center has identified an interim director, along with a district manager have initiated the process of compiling and maintaining information necessary for licensing that will be addressed during the provisional license period of time.

III. IDENTIFY THE OBSERVED STRENGTHS OF THE CENTER:

The center has identified the need for an interim director. The district manager is working with the interim director along with assistance from the company's compliance officer and district support specialist to both assist in restocking the center will necessary toys, supplies etc and with training staff.

The center has a secure entrance.

There are video cameras in every childcare room and the playground.

The center participates in the food program.

IV. IDENTIFY THE ASPECTS OF OPERATION THAT FALL BELOW THE STANDARDS REVIEWED:

See above CORRECTIVE ACTIONS REQUIRED:

109.6(6)c: Center repeats Iowa record checks at a minimum of every two years or when aware of additional child abuse or criminal history that occurs.

109.6(6)d: Center repeats national criminal history checks at a minimum of every four years or when aware of additional history that occurs.

109.7(2): Center directors and all staff have the required contact hours of training.
Number not in compliance: 3

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109.11(7)c: All centers: Annual inspection prior to heating season of all fuel-burning appliances to reduce risk of carbon monoxide poisoning and shall install one carbon monoxide detector on each floor that conforms to UL Standard 2034.

V. SPECIAL NOTES/RECOMMENDATIONS:

Staff identified the desire for additional training to be in licensing compliance; which is being arranged by the interim director.

The center has implemented an interim director to compile necessary documentation and ensure mandatory trainings are completed or re-certification is taking place.

The interim director is working to locate current staff background checks and completing checks when necessary.

The owner has a district manager assisting who also requested the assistance of compliance manager (to identify areas of needed supplies/furniture needed); and District Support Analysist to identify staff training needs.

The interim director was setting up a group CPR/First Aid training for as soon as could be arranged.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

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