

CHILD CARE CENTER COMPLAINT

Name of Center: Downtown Cedar Rapids KinderCare	Enrollment: 200	License ID: 51966
Street: 615 1st AVE SE	City: Cedar Rapids	IA Zip Code: 52401
County: Linn		
Mailing Address: 615 1st AVE SE		
Mailing City: Cedar Rapids	IA Zip Code: 52401	
Director's Name: Amanda White	Center Phone Number: 319-362-0207	
On-Site Supervisors: Lauren Speth	E-Mail Address: rachel.ross@kindercare.com amanda.white@kindercare.com	

Date of Complaint: 07-23-2025**Date of Visit:** 07-28-2025☒ 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:**

On 7/23/2025, a complainant reported that on 7/22/2025 a 3yo child was found walking a short distance from the childcare, was taken to the nearby fire station and was found to be missing from the childcare.

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:

CHILD CARE CENTER COMPLAINT

On 7/28/2025, DHHS licensing along with an additional DHHS person conducted a visit to Downtown Cedar Rapids KinderCare. The following is based upon face-to-face interviews, review of internal and external administrative items and observations while on-site:

109.8(2) Ratio maintained in center as required. RULE VIOLATED. COMPLAINT VALID.

- Verbal accounts indicate a staff was attempting to resolve a conflict between two children while also keeping an eye on a 3yo child who had already tried to leave the classroom twice. Verbal accounts support that staff saw the 3yo child go for the door, and she went after but did not see which way the 3yo child went. Verbal accounts indicate staff looked in the 3yo child's usual hiding places, and when the 3yo child was unable to be quickly located, staff informed management. Information gathered indicated management and staff were actively looking for the 3yo child when they received a phone call from the fire station asking if they were missing a 3yo child who had been found nearby and brought to the fire station. Management reported immediately going to get the 3yo child finding the 3yo child to be unharmed and in good spirits.

- Upon realizing what occurred, management commenced an immediate internal investigation that included notifying the 3yo child's parent of the incident, completing written incident report, reviewing mandatory reporting procedures, interviewing staff and reviewing active supervision with all staff.

- It shall be noted that while Ms. White has previous director experience, she only recently began at this location in the director role in August 2025. Ms. White acknowledges currently working an intense plan of swiftly training staff due to finding many staff were lacking much required training after they had been working there for well over 90 days. Ms. White discussed a 9/1/2025 timeframe for all staff to be fully compliant with required training. On 8/21/2025, Ms. White discussed a recent all-staff meeting providing documentation of continued efforts to have all staff fully trained and coached on many rules, policies and procedures including those for ratio, active supervision, incident report writing, large gross motor safety, safe sleep, proper discipline guidance, employee handbook review and so on.

Special Notes and Action Required:

Based upon the above, no response to this report is requested.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHHS Licensing Consultant to discuss the issue. The childcare 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 DHHS Licensing Consultant to inquire.

Consultant's Signature:

Amy Lyons

Date:

08-25-2025