

CHILD CARE CENTER COMPLAINT

Name of Center: Hickman Kindercare	Enrollment: 144	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: Danielle Anderson	E-Mail Address: Hickman@kindercare.com	

Date of Complaint: 09-22-2025**Date of Visit:** 10-02-2025☐ 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:**

Concerns reported that the toddler classrooms have been out of ratio. There are times it's been fourteen toddlers with two staff. Some of the older toddlers are being moved to different classrooms regularly, they are moved up to Toddler 1 and Toddler 2. Director and Assistant Director are aware of these violations.

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

This worker went to the daycare for an unannounced visit. This worker met with Danielle Anderson, assistant director, and explained the purpose of the visit. Paige Poore, director, wasn't at the center. Danielle said she isn't aware of concerns with ratio coverage.

This worker visited all the classrooms at the daycare. All classrooms were in ratio during the visit. This worker talked with staff in all the classrooms. Some staff, in classrooms with children ages two and up, stated their classrooms didn't have issues with ratio coverage. Some staff in these rooms said they have heard or were aware that some classrooms with younger children did have issues with ratio at times. Staff explained opening and closing procedures. Paige Vice is opening on site supervisor. Madison Hopkins is closing on site supervisor. Staff said they let someone know management team know when they are out of ratio. This depended on the time of day it was happening.

At opening time, the 1's and 2's open in the same room. There is an infant classroom open when the center opens. There are some other classrooms for older children open also.

Usually 8:20 am or 8:30am, children in the toddler room are often times moved to Toddler 1. There are nine kids enrolled in one room so days all the children attend, one child always has to move up. There are weeks when children are getting moved daily to one of the toddler classrooms so the room will be in ratio. There are times the toddler room been up to two staff with fourteen children. Staff call in or no show and this happens a lot. This makes rooms be out of ratio. Staff have been left out of ratio later in the day when there is miscommunication or when staff have called in. Management said they were doing the best they could do to get them in ratio. On picture days in September, the classrooms were out of ratio all morning. The assistant director has told staff to write in a supervisor's name on the CSR form to make it appear the room was in ratio. The director and assistant director know about ratio issues as staff will let them know about it. Staff tell Paige Vice and Madison too. Staff are told they are doing their best. Paige and Madison will step in to classrooms are times to help.

This worker met with Danielle and went over the information. Danielle said the center did go through a process when college staff left but she hasn't been aware of rooms running out of ratio consistently. She has never told any staff to put information down on CSR form that isn't correct. Children are moved to other classrooms to maintain ratio but she isn't aware of this happening regularly. They do expect Madison and Paige to manage ratio at opening and end of the day. They should be letting her and Paige know if there are issues.

This worker made several attempts to talk with Paige Poore after the initial visit. This worker and Paige did communicate via email several times. This worker did request Paige complete a Corrective Action Plan, which was done. A copy of the plan is uploaded in the center's file.

Special Notes and Action Required:

109.8(2)

Ratio maintained in center as required:

Ratio in infant rooms is always maintained.

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.

VIOLATION

The center was required to complete a Corrective Action Plan to address concerns of ratio violations. The center sent additional documentation including changes in staff scheduling and a training held at the center regarding ratio, staff expectations, ratio documentations, etc.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

10-06-2025