

CHILD CARE CENTER COMPLAINT

Name of Center: Downtown Cedar Rapids KinderCare	Enrollment: 109	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 Connelly White	Center Phone Number: 319-362-0207	
On-Site Supervisors: Lauren Speth Legrand	E-Mail Address: amanda.white@kindercare.com	

Date of Complaint: 03-10-2026**Date of Visit:** 03-11-2026
☒ Scheduled

 ☐ Unannounced

 ☐ NA

☒ Non-Compliance with Regulations Found

 ☐ Compliance with Regulations Found
RECOMMENDATION FOR LICENSE☐ NO CHANGES to licensing status recommended
☒ PROVISIONAL license from 03-17-2026 to 03-17-2027
☐ 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 3/10/2026, a complainant reported that on 3/10/2026 at approximately 10:45am an infant was found unsupervised in the center's darkened gym.

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.

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

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On 3/11/2026, licensing along with an additional DHHS person conducted a visit to Downtown Cedar Rapids KinderCare. The below is based upon a face-to-face interview with director Ms. White, a face-to-face interview with staff SM, a face-to-face interview with staff MP, a review of internal and external administrative items, and observations while on-site.

CONCLUSION: Rules 109.10(14)a and 109.8(2) were VIOLATED.

- Multiple verbal statements gathered indicated a 19mo non-walking infant was left alone unsupervised in the center's indoor gymnasium for approximately 15 minutes.
- Verbal information gathered as to whether or not face-to-name procedures had been completed by any staff prior to leaving the gym and then again upon reaching the group's respective room was inconsistent.
- Verbal information gathered as to if any staff had visually scanned the gym prior to transitioning back to the group's room was inconsistent.
- Inconsistent information was provided as to completion of the program's own internal written CSR document for the group's room. The CSR document is one of KinderCare's internal corporate responsibility strategies to ensure face-to-name procedures are being completed as their policies require. Information gathered indicated an original CSR had been completed with a second CSR being completed after the 19mo had been found unsupervised. Child names and staff names written on the CSR document did not match verbal accounts of who had actually been present.

Special Notes and Action Required:

This program's license remains in provisional status.

Based upon this complaint report, licensing supports all KinderCare staff participate in at least 1 hour of DHHS approved child supervision training. This is in addition to the 2 hours required in the recent previous 3/17/2026 complaint report. Each staff shall create an ipower profile in which to sign-up for DHHS approved trainings in the area of supervision. For assistance in finding and signing up for training, please reach out to CCR&R (Child Care Resource and Referral). Licensing further supports the installation of cameras in all child areas and weekly all staff meetings with a documented staff sign-in/out as well as written itinerary of policies and procedures being reviewed at each meeting. Until a significant pattern of regard for all rules can be established, licensing also supports not increasing enrollment. Some of your staff have been hired for over a year yet continue to be non-compliant with items needed to have been completed prior to involvement in childcare and within the first 90 days of hire. This increases risks and vulnerabilities as well as sets a continued precedence for what KinderCare accepts of an employee and standard of quality childcare. After fully correcting all deficiencies above (e.g. supervision, ratio, document integrity issues), please provide one document addressing how all items outlined in this report have been fully resolved.

Consultant's Signature:

Amy Lyons

Date:

04-16-2026