

CHILD CARE CENTER COMPLAINT

Name of Center: Yellow Brick Road ECDC Jordan Creek	Enrollment: 45	License ID: 52668
Street: 6355 Beechtree DR	City: West Des Moines	IA Zip Code: 50266
County: Polk		
Mailing Address: 756 9th ST		
Mailing City: Des Moines	IA Zip Code: 50309	
Director's Name: Maddie Wilson	Center Phone Number: 515-381-2885	
On-Site Supervisors: Dora Guevara	E-Mail Address: maddie.wilson@ybreddc.org troy.bage@ybreddc.org	

Date of Complaint: 06-18-2026**Date of Visit:** 08-24-2026
☐ Scheduled
 ☒ Unannounced
 ☐ NA

☒ Non-Compliance with Regulations Found
 ☐ Compliance with Regulations Found
RECOMMENDATION FOR LICENSE☒ NO CHANGES to licensing status recommended☐ PROVISIONAL license from _____ 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 a two year old child was left on the playground by staff. Child arrived at the daycare and heard the child crying on the playground, still unsupervised and by himself.

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.

109.11(4)a Center must have safe outdoor program area adjacent to the center, with sufficient square footage to accommodate at least 30 percent of the enrollment capacity at any one time at 75 square feet per child. Outdoor space must be free from litter and unsafe materials and free from contamination by the drainage or ponding of sewage or storm water. Include safe play equipment and an area of shade. Include fencing to protect from bodies of water or vehicular traffic.

Inspection Findings:

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6/18/26 Email communication with HHS Rawson.

6/24/26 Visit to daycare center with HHS Rawson. Upon walking up to the center, staff and a young group of children were observed having water play activities on grass, which is an area located by the sidewalk and parking lot of the center. This was observed to be a safety concern, as this is a very busy road and parking lot. It is not recommended for children to play in these types of areas. This was addressed immediately with the director, Maddie Wilson, and assistant director, Dora Guevara. They said the center would discontinue having children play in front of the daycare and this wasn't typical but they had a hard time finding a place for water play.

The purpose of the visit was explained. Maddie said she wasn't at the center when the incident occurred but she was aware. Dora gave her statement as staff A.B. had children lining up to come in from the playground. A.B. did a name to face count but a child left the line and went back outside. The child's father came to the center around the same time and he found the child outside the door that leads to the playground. Dora stated she had also heard the child crying. She got the child and brought him to his father. Dora went to A.B.'s classroom to inform A.B.. At that point, A.B. realized the child was missing. They believe this was about a five to six minute time frame, that A.B. left the playground with her class, she had returned the child to his father and Dora had spoken to A.B.. Staff are to do name to face checks when arriving to new areas, periodically while at an area like the playground, and then returning to the classroom. It is also their practice for staff to follow, be at the back of the line. A.B. didn't do that, but instead was at the front of the line. They met with A.B. about the incident the following day. She got a written reprimand. A.B. didn't do a name to face when she got to her classroom. She realized the child was missing when they started snack. Kacie Harms, Regional Director, has access to the camera/video system. A.B. was in ratio at the time. She had five children, ages two to three, in her class.

HHS Rawson and this worker met with A.B. She stated that the incident was an honest mistake and she has never harmed any child. She had some kids on the playground, she lined the kids up and did a head count, then brought them inside. She had them clean up for snack time and thought she had all her kids. Dora came to her classroom and told her what was going on. Dora was "kind of freaking out". She thought she had all of her kids. She had four to five kids, a group of two and three year olds, in her class. She thinks they were in the class for about three minutes when Dora came to her room. A.B. said there was another staff, J.N. on the playground with school age children also.

HHS Rawson and this worker met with J.N. She was on the playground at the same time with A.B. She had three kids with her, a four year old, a five year old and a seven year old. A.B. had four or five kids with her. J.N. came in to the center with one of her kids first, as she was bringing in a bucket of water bottles. For a short time period, A.B. had her class and her two additional kids on the playground. Dora is aware that they combine rooms at the end of the day sometimes so they can clean classrooms. At the end of the day, there is the infant classrooms open, Infants and Wobblers, the other rooms will start combining depending on numbers.

Maddie and Dora showed HHS Rawson and this worker the playground areas. There is a locked gate on the playground.

6/29/26 Phone call with HHS Rawson

6/29/26 Phone call with Kacie Harms, Regional Director. Kacie has met with the director and assistant director about the violations and concerns found in the assessment. Kacie has reviewed policies and procedures. Opening and closing time ratios have been reviewed and changes have been made.

Special Notes and Action Required:

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109.10(14)a

The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

VIOLATION

A two year old child was left on the playground, unsupervised. The center's policies for supervision were not followed by the staff.

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.

There were mixed ages on the playground, the center was out of ratio.

The center has been out of ratio at closing time.

The Regional Director has assisted the center with making changes to ensure ratio is followed.

109.11(4)a

Center must have safe outdoor program area adjacent to the center, with sufficient square footage to accommodate at least 30 percent of the enrollment capacity at any one time at 75 square feet per child.

Outdoor space must:

Be free from litter and unsafe materials and free from contamination by the drainage or ponding of sewage or storm water.

Include safe play equipment and an area of shade.

Include fencing to protect from bodies of water or vehicular traffic.

Play by the sidewalk has been discontinued.

Mulch has been ordered for the playground.

The Regional Director met the management team at this center to address the violations and concerns that were cited.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

08-12-2026