Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: KinderCare Learning Center - Ankeny **Enrollment:** 137 **License ID:** 50489

Street: 3055 N Ankeny Blvd **City:** Ankeny **IA** **Zip Code:** 50021 **County:** Polk

Mailing Address: 3055 N Ankeny BlvdLegal Name: REE Midwest Inc.

Mailing City: Ankeny **IA** **Zip Code:** 50021

Director's Name: Jessica Gathercole (acting director) **Center Phone Number:** 515-964-0688

On-Site Supervisors: **E-Mail Address:** ankeny@kindercare.com

Date of Complaint: 03-07-2023 **Date of Visit:** 03-10-2023

[ ] Scheduled **[X]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

Concerns reported the 2/3's year old room has had one staff member with sixteen children. Other classrooms have also been running out of ratio.

A staff member had a fever of 103 and had to stay working in a classroom due to staffing issues.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Adequate indoor and outdoor space is provided. The outdoor area shall include safe play equipment and area of shade. Sufficient space provided for dining. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. sufficient cooling. Sufficient bathroom and diapering facilities. Equipment, including kitchen appliances, are maintained so as not to result in burns, shock, or injury to children. Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease.

Inspection Findings:

This worker went to the daycare for an unannounced visit. This worker met with Faith Contreas, director at the time, and explained the purpose of the visit. Faith said the day before she was aware the 2's were out of ratio. She contacted staff from another daycare to help. She isn't aware of ongoing ratio issues. Yesterday some staff didn't come in on time so one staff did have too many kids. She and her morning and afternoon supervisors talked and did some problem solving. They are adjusting some arrival times because mornings can be challenging to cover. Several staff quit a few weeks ago so ratio has been harder to figure out since then. They are constantly looking to hire more staff. She helps with ratio often.

This worker went to the classrooms and talked with staff. This worker was given examples by staff about incidents classrooms have been out of ratio. Staff stated prior to 8am staff are often out of ratio. Sometimes closing time rooms are out of ratio also. One staff said she had thirty children by herself for close to thirty minutes. One staff stated she had sixteen children by herself, another time twenty three children by herself. A staff wasn't feeling well and took her temperature which was 103. She had to stay working for over three hours because Faith was trying to figure out who could help cover that classroom. She went to the doctor and had to stay out of work due to a contagious illness. Faith is aware of this.

This worker talked with Faith and Taylor, the morning lead staff. Taylor said there are a lot of moving parts in the morning and mornings have been hard since a lot of staff quit. They are hiring new staff. They changed arrival times for some staff which should help. Faith said she gave the staff who said she didn't feel good the chance to go to the doctor in the morning. The staff said she wanted to go later in the day. She was aware the staff had a high temperature. She was trying to get the staff off work as soon as possible. She wasn't sure how long it took but the staff did stay working.

Special Notes and Action Required:

109.8(2)
Ratio maintained in center as required by age.
VIOLATION
The center has had classrooms out of ratio

109.11(3)a
Center shall ensure that:
Facility and premises are sanitary, safe, and hazard free.
VIOLATION
A staff member had a high fever and remained in a classroom. That staff member should have been immediately removed from a classroom when her temperature tested 103.

The center director has changed. Faith Contreas is not the director of the center. The acting director, Jessica Gathercole, followed up with this worker regarding staffing issues, ratio issues. Jessica has a plan in place to ensure ratio will be maintained in classrooms.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

03-31-2023