

CHILD CARE CENTER COMPLAINT

Name of Center: Kids Zone-Center Point	Enrollment: 20	License ID: 42659
Street: 101 Palo Road	City: Center Point	IA Zip Code: 52213 County: Linn
Mailing Address: 5399 W Otter Rd		
Mailing City: Walker	IA Zip Code: 52352	
Director's Name: Debra Hansen	Center Phone Number: 319-551-3222	
On-Site Supervisors: Debra Hansen	E-Mail Address: shae1015@aol.com	

Date of Complaint: 08-19-2026**Date of Visit:** 08-21-2026
☐ Scheduled
☒ Unannounced
☐ NA

☒ Non-Compliance with Regulations Found
☐ Compliance with Regulations Found
RECOMMENDATION FOR LICENSE☐ NO CHANGES to licensing status recommended☒ PROVISIONAL license from 08-19-2026 to 08-19-2027☐ 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 8/19/2026, a complainant reported a 5yo child left Kids Zone - Center Point childcare on 8/17/2026 unnoticed and unsupervised. The 5yo child was found about 35 minutes later, wandering around town, about 1.1 miles 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.

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 8/21/2026, licensing along with an additional DHHS person conducted an unannounced visit to Kids Zone - Center Point. The below is based upon a face-to-face interview with owner/director Debra "Deb" Hansen, face-to-face interviews with multiple childcare staff on-site, a review of internal and external administrative items and observations while on-site.

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

- All information gathered including verbal accounts, video footage, administrative items and observations indicated owner/director Deb Hansen and staff Hannah W allowed a 5yo child to leave the childcare grounds unnoticed for about 35 minutes. During this time, the 5yo child wandered approximately 1.1 miles from the childcare only to be found by a community person.

During the course of this complaint inspection, additional below items were found needing corrective action.

- Children were observed roaming in and out of the main program space to access personal items stored in the corridor as well as the hallway restrooms absent of staff and/or careful staff supervision on 8/21/2026.
- Mandatory reporting procedures were not followed regarding 8/17/2026 incident.
- Written incident report requirements were not followed regarding 8/17/2026 incident.
- Ms. Hansen and staff each provided a varying number as to the total number of children actually in attendance on 8/21/2026.
- The number of children determined to be in attendance on 8/21/2026 did not match the program's sign-in/sign-out documentation.
- Face-to-name checks or procedures to ensure staff knew which children were actually in attendance and whom they were responsible for on 8/21/2026 did not occur without prompts from licensing.
- On 8/21/2026, during this complaint visit, 47 children were determined to be in attendance. Ms. Hansen had only 20 child files available to review. Ms. Hansen had no file or administrative items for the 5yo child involved in the 8/17/2026 incident. The 20 child files available to review were not all complete. Some children with known special medical cares did not have care or action plans.
- On 8/21/2026, when asked which employees had been present on 8/17/2026, Ms. Hansen and staff each provided an inconsistent varying list of staff who each had thought had been present.
- On 8/21/2026, Ms. Hansen was unable to provide a comprehensive list of all the center's employees.
- On 8/21/2026, staff file JP was not able to be reviewed. Ms. Hansen reported staff JP took her file with her when she left employment at the end of summer 2026 and headed back to school. Ms. Hansen stated she would obtain JP's file from her and then scan and email JP's file to licensing for review. On 8/24/2026 via email to licensing, Ms. Hansen indicated she burned staff files including JP's staff file and those who only worked summer 2026.
- Staff file AH reviewed (date of hire reported to be August 2024) lacked documentation of any federal record check results, second page of required employee physical form 470-5152, current mandatory child abuse reporter training, annual professional development and training on the program's policies and procedures including those for emergencies.
- Staff file HW reviewed (date of hire reported to be August 2025) lacked documentation of any federal record check results, current first-aid, current CPR, and training on the program's policies and procedures including those for emergencies.
- Staff file WH reviewed (date of hire unknown but reportedly employed 2.5 years) lacked documentation of any federal record check results, any employee physical on required form 470-5152, current mandatory child abuse reporter training, current first-aid, current CPR, Essentials, annual professional development and training on the program's policies and procedures including those for emergencies.
- Staff file ES reviewed (date of hire unknown but reportedly employed 1.5 years) lacked documentation of any federal record check results and full 6 hours of annual professional development.
- Staff file of Ms. Hansen lacked documentation of any federal record check results, current Iowa record check result, second page of physical exam on required form 470-5152, and any annual professional development hours.
- On 8/21/2026, Ms. Hansen denied having results of any staff's federal record check including her own. Ms. Hansen acknowledged having difficulty recalling specific passwords/pin numbers and she just didn't follow-up to resolve the issues.
- A written daily schedule including plan of activities was not posted in an area visible to all staff, children and families on 8/21/2026.
- Certificate of provisional license was not posted at the main entrance of the center or found anywhere on location on 8/21/2026.

Special Notes and Action Required:

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On 3/25/2026, the status of this program's license changed from full to provisional. The first provisional license was issued in response to violations found during the annual monitoring visit conducted on 3/9/2026. To date, Ms. Hansen has not provided licensing with a written corrective action plan in response to the 3/9/2026 annual monitoring visit. Ms. Hansen also did not seek supports or resources from Child Care Resource and Referral (CCR&R) and/or the Child Care Nurse Consultant (CCNC) after the annual monitoring visit.

Due to additional and continued violations found on 8/21/2026, a second provisional license has been issued. It shall be noted that Ms. Hansen did begin seeking assistance and resources from CCR&R Ashley Cram and the CCNC Angela Easley after the 8/21/2026 complaint visit. A written comprehensive corrective action plan documenting how the above items are fully resolved is requested within 30 days of receipt to this report.

Thank you.

Consultant's Signature:

Amy Lyons

Date:

09-25-2026