

CHILD CARE CENTER COMPLAINT

Name of Center:	Yellow Brick Road ECDC - N Grimes	Enrollment:	87	License ID:	51828
Street:	1901 N James ST	City:	Grimes	IA Zip Code:	50111
Mailing Address:	756 9th ST				
Mailing City:	Des Moines	IA Zip Code:	50309		
Director's Name:	Miranda Voshell	Center Phone Number:	515-986-2292		
On-Site Supervisors:	E-Mail Address: kacie.harms@ybrecdc.org				

Date of Complaint: 03-26-2025**Date of Visit:** 04-01-2025☐ 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 the center has been out ratio often in the younger children's classrooms. The director is aware of these issues.

Licensing Rules Relevant to the Complaint:

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

109.12(5)a Stimulation provided to infants throughout the day. Same caretaker for infants as possible.

Inspection Findings:

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This worker went to the daycare for an unannounced visit. This worker met with Miranda Voshell and Kacie Harms, Regional Director, purpose of the visit was explained.

This worker visited with staff in the classrooms. Staff in the two infant classroom and the Wobblers stated there have been issues with ratio in their classrooms.

Infant 1 has ten full time children enrolled. Two staff are assigned to work in that room. This class will run out of ratio when more than eight infants show up for a specific day. On today's date they are fine as only eight infants came for daycare. Infant 2 has nine full time children enrolled. Two staff are assigned to work in that classroom. There are many times they will be at two staff with nine infants, especially until 1:00. If they go to ten infants, the director will send a third staff to help. This happens when an infant from Infant 1 comes for the day. Infants from 1 and 2 switch between the rooms to try and maintain ratio between the rooms. There are days at opening when the infant class and Wobblers are out of ratio. One staff has had eleven infants by herself. They have a lot of staff who call in or call in saying they are running late. The Wobblers have sixteen enrolled. There are four staff assigned to work in this room. This classroom also struggles at times in the morning. Staff have had eleven children with one staff, nine children with one staff for example at opening.

This worker met with Kacie and Miranda. Miranda said she didn't believe any rooms are out of ratio for any real amount of time. She doesn't think Infant 2 runs at two teachers to nine infants until 1:00. Mornings can be very tough. The current schedule meets the needs of the kids but call ins and late or no shows are making it very hard. She has been addressing the issues with staff. She's had some concerns from staff but mainly about what she is doing what staff who are coming in late or calling in. One time when she was on vacation the center was out of ratio in the morning. There are times she is in ratio in a classroom but will have to leave to cook or go to another room to support staff.

This worker explained that when the director is in a room to meet ratio, she can't be doing any other duties outside of the classroom.

Special Notes and Action Required:

109.8(2)

Ratio maintained in center as required by age.

VIOLATION

Miranda and Kacie are going to work on scheduling as well as some personnel issues to get ratio violations addressed.

This center will not be accepting new families/increasing enrollment at this time, due to the ratio concerns. This can be reassessed when the center can demonstrate stability in staffing issues, scheduling issues, management accountability.

Consultant's Signature:

Melinda Larson

Date:

04-02-2025