

CHILD CARE CENTER COMPLAINT

Name of Center: Downtown Cedar Rapids KinderCare	Enrollment: 200	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: Sara Schwerin	Center Phone Number: 319-362-0207	
On-Site Supervisors: Lauren Legrand	E-Mail Address: SSchwerin@kindercare.com shenry@kindercare.com	

Date of Complaint: 05-21-2025**Date of Visit:** 05-27-2025
☐ 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:**

On 5/21/2025, a complainant provided photographs of various items in the center suggesting unsanitary conditions. The complainant reported management is aware of the conditions but does nothing.

Licensing Rules Relevant to the Complaint:

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:

The licensing consultant visited the center on 5/27/2025. The evaluation of the concerns revealed the following:

109.11(3) Indoor facility requirements. a. The center shall ensure that: (1) The facility and premises are sanitary, safe and hazard-free. RULE VIOLATED.

- Licensing received and reviewed 12 photographs provided by the complainant. Images included smear marks on acrylic-child-safe play mirrors, smear marks on classroom tables, stained-possible dirty floors, unknown stained-dirty item (possibly paper towels) on the floor, dirty child sink and faucet, and dirt and food remnants on floors.

- Licensing and director Sara Schwerin discussed the complaint, reviewed photographs from the complainant and perused the center together.

- On 5/27/2025, licensing observed dilapidated-smear acrylic-child-safe play mirrors, highly overloaded cluttered countertops (e.g. spray bottles, water bottles, clean and unclean dishes, lotions, child diaper bins, rolls of paper towels, glue, paints, crafts, soda bottles, purses), remnants of activities on child tables, unvacuumed carpets and rugs with particles and scuffed-dirty tiled floors.

Special Notes and Action Required:

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The entire center shall receive a deep clean with specific attention to the following:

- If necessary items are not able to be properly stored, additional cupboards and counters are required to be purchased and installed within 30 days of receipt of this report.
- All tile flooring shall receive a stripping and refinishing within 30 days of receipt of this report.
- All carpet shall have a deep steam clean within 30 days of this report. Any carpet that is not able to be sufficiently cleaned of stains and debris shall be replaced.
- Each room shall have access to and time allotted to use a manual floor-carpet sweeper and broom with dust pan to help with remnants of projects, food service, etc. regularly throughout the day.
- Each room shall have access to and time allotted to use a vacuum and a mop with mop bucket prior to closing each classroom each day.
- Replace each and every damaged acrylic-child-safe play mirror that is dilapidated and no longer able to be properly cleaned each day.
- All cleaners, sanitizers and disinfectants shall be stored in an inaccessible yet readily available manner away from other items in case of spillage.

It is beneficial to note, Child Care Resource and Referral (CCR&R) and the nurse consultant are excellent resources to access training opportunities and support in the area.

Please provide documentation via email within 30 days of receipt of this report.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHHS Licensing Consultant to inquire.

Consultant's Signature:

Amy Lyons

Date:

06-18-2025