

CHILD CARE CENTER COMPLAINT

Name of Center: Loving Arms Children's Center	Enrollment: 46	License ID: 27920
Street: 6270 Merle Hay Rd	City: Johnston	IA Zip Code: 50131 County: Polk
Mailing Address: 6270 Merle Hay Rd		
Mailing City: Johnston	IA Zip Code: 50131	
Director's Name: Heather Burgett	Center Phone Number: 515-270-0150	
On-Site Supervisors: Paige Crowley	E-Mail Address: Director@LovingArmsChildrensCenter.com	

Date of Complaint: 07-14-2025**Date of Visit:** 07-31-2025
☐ 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:**

It is alleged Loving Arms Children's Center has not completed emergency drills, does not have handwashing signs posted and does not have emergency exit diagrams/signs posted.

It is alleged the summer program is meeting upstairs and it is unclear if there are two exits for safety reasons.

It is alleged "high schoolers" are supervising children alone to cover for restroom breaks, maybe for longer periods of time.

Licensing Rules Relevant to the Complaint:

109.8(1)a All staff in ratio:At least sixteen years of age.Those staff persons who are under the age of 18 shall:Not be the sole provider on the premisesNot provide transportation to children in careIf staff person under the age of 18 are providing care without an adult, they shall only provide care to school-aged childrenMay be utilized for brief periods of absence (not to exceed 5 minutes) and scheduled nap periods for children over two years of age

109.10(13)b Emergency instructions, phone numbers, and diagrams for fire, tornado, and flood shall be visibly posted and documented at least once a month for fire and tornado. Records shall be maintained for current and previous year.

Inspection Findings:

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I was in contact with the director regarding the concerns. The director indicated the center does employ an individual under the age of 18, and over the age of 16, which is permissible by licensing so long as the center has staff present over the age of 18; is not the sole care provider, does not transport children, is only providing care to school-aged children and/or utilized for brief periods of absence (not to exceed 5 minutes) and scheduled nap periods for children over two years of age. The director indicated awareness of this licensing criteria and indicated that the rule is followed.

I visited the center unannounced on 7-31-25 and spoke with Heather Burgett, Director. We discussed the concerns that required postings/diagrams were not in place. Heather indicated she had checked all the rooms to ensure the required postings were present. The Director also indicated that she requested the Johnston-Grimes Fire Inspector come check the school age area and that the inspector had recently been to the center. The director indicated the fire inspector did not report finding any concerns with fire hazards. The director indicated the inspector had not issued the report yet, however.

I then went to the classrooms and observed the required postings/diagrams. I then went to the school age programming area to find there were two possibilities for exiting and not obstructions in the room that prevented emergency exiting.

The director acknowledged the center missed 2 months of emergency drills, the director has implemented a plan to assure completion and provided information that drills had been completed in several months prior, including July 2025.

I contacted the Johnston-Grimes Metro Fire Department Fire Inspector to inquire further.

There is not sufficient information that a licensing violation occurred. The center is found to be IN COMPLIANCE with Licensing rule

109.8(1)a All staff in ratio: At least sixteen years of age. Those staff persons who are under the age of 18 shall: Not be the sole provider on the premises; Not provide transportation to children in care; If staff person under the age of 18 are providing care without an adult, they shall only provide care to school-aged children; May be utilized for brief periods of absence (not to exceed 5 minutes) and scheduled nap periods for children over two years of age.

When the center was observed unannounced all required postings were observed, the director indicated that some monthly drills were omitted; there is sufficient information a licensing violation has occurred and there for the center is found to be OUT OF COMPLIANCE with licensing rule 109.10(13)b Emergency instructions, phone numbers, and diagrams for fire, tornado, and flood shall be visibly posted and documented at least once a month for fire and tornado. Records shall be maintained for current and previous year.

Special Notes and Action Required:

The director was transparent about missing some monthly drills and has implemented a plan to reinforce their completion and provided documentation the the previous months and current month emergency drills were completed.

No further actions required at this time.

Consultant's Signature:

Maggie Gibson

Date:

08-04-2025