Iowa Department of Human Services
CHILD CARE CENTER EVALUATION AND RECOMMENDATION FOR LICENSE

Name of Center: New Creations Child Care & Learning Ctr at EP True **Enrollment:** 17 **License ID No. (Reapplications)** 52267

Street: 3424 EP True Parkway **City:** West Des Moines Iowa **Zip** 50265 **County:** Polk

Mailing Address: 11806 Aberdeen St NE Ste 2, Blaine, MN, 55449

Director's Name: Caitlyn Willrich **Phone Number:** 515-800-0029

On-Site Supervisor(s): Mikala Woolcot **E-Mail:** waukee@newcreationschildcare.com

Date(s) of Visit: 09-01-2023

X **Licensing Visit** **Unannounced Visit** **Off Year Visit** **Administrative Change**

LICENSING VISITS

X **New Application** **Re-Application** **NA**

Signed Application (470-0722) Received X **Yes** **No** **NA** **Date Signed:** 08-10-2023

FIRE INSPECTION **State** X **Local** **NA** **Is Fire Inspection Approved?** X **Yes** **No** **NA**

Date Inspected: 06-13-2023

Comments : The West Des Moines Fire Marshal gave the center temporary occupancy to begin using the building. Another inspection reportedly has occurred per the director, but they need to have that inspection form on file.

LICENSE TYPE: X **Child Care** **Preschool (ages 3-5 meets three hours or less per day)**

Financial Type: X Profit Non-Profit NA

Accredition: Accredited NAEYC NSACA Other X NA

Program Serves: X Infants (0-23 mo.) X 2 Years X Preschool-Age X School-Age

Get-Well Evening Care Special Needs

SCHEDULE: X Year-round School-Year Summer Only

HOURS:	*Year-round*	*School-Year*	*Summer Only*

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Age	Capacity
General	30	26	80	25	161
Summer					0

QRS Rating: N/A

RECOMMENDATION FOR LICENSE:	
X	**FULL** license from 08-14-2023 to 08-01-2025
	PROVISIONAL license from
	DENIAL of initial application
	SUSPENSION of license
	REVOCATION of license

Licensing Consultant: Nate Knepper **Date:** 09-05-2023

I. IF CURRENT LICENSE IS PROVISIONAL, IDENTIFY THE CORRECTIVE ACTIONS

N/A.

II. IDENTIFY THE AREAS OBSERVED ON THE VISIT:

A licensing visit was conducted on 9/1/23. The director was present throughout this visit.

All areas of the program were observed. These areas observed consisted of classroom observations and activities, ratios, nutritional practices, health and safety practices, playground observation, field trip and transportation practices, and administrative review. The most recent COVID updates were also reviewed.

New Creations Child Care and Learning Center at EP True is a new center that was given permission to open on 8/14/23. The center serves children six weeks in age through school-age using the company's New Creations Learning Curriculum. This is one of three New Creations programs located within the Des Moines Metro with another one being in Ankeny and another one located in Waukee. The center is privately owned by a company based out of Minnesota. The director of this center is Caitlyn Willrich. Caitlyn has an AA degree as well as past experience working in child care. The on-site supervisor is Mikala Woolcot. Mikala has an AAS degree and also has past experience working in child care.

During the visit, children were observed being held and engaged in free-choice play at the different learning stations set up in classrooms. Staff were engaged with children and attentive to their needs.

III. IDENTIFY THE OBSERVED STRENGTHS OF THE CENTER:

This is a new center that meets a need in a growing community.

The center uses an electronic app for more thorough communication with parents.

There is a secure entrance into the program.

The center was clean and there was good lighting throughout the building.

The director and on-site supervisor both have past experience working in child care.

Monthly staff meetings are planned.

This director also has regular meetings with the other two Des Moines metro directors.

The director stated that although they haven't been open very long, staff appear to work well together and are willing to help each other.

IV. IDENTIFY THE ASPECTS OF OPERATION THAT FALL BELOW THE STANDARDS REVIEWED:

109.9(1)d: All files contain a pre-employment physical exam report completed within six months prior to hire and at least every three years. Physical exams shall be documented on form 470-5152, Child Care Provider Physical Examination Report.
Number not in compliance: 1 staff member was missing a physical on file.

109.10(15)a: The center shall have written emergency plans and diagrams for responding to fire, tornado, flood, and plans responding to intoxicated parents, and lost or abducted children. Shall have guidelines for responding or evacuating in case of blizzards, power failures, bomb threats, chemical spills, or other disasters that could create structural damage to the center or pose health hazards. If center is within 10 miles of nuclear power plant, center shall have evacuation plan. Emergency plans shall include written procedures including plans for- Evacuation to safely leave the facility- Relocation to a common, safe location after evacuation- Shelter in place to take immediate shelter when the current location is unsafe to leave due to the emergency issue- Lock down to protect children and providers from an external situation- Communication and reunification with parents or other adults Responsible for the children which includes emergency telephone numbers- Continuity of operations- To address the individual children, including those with functional or access needs.
THE CENTER IS WORKING ON THEIR WRITTEN EMERGENCY PLANS, BUT THESE ARE NOT COMPLETED.

109.10(15)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.
August 2023 monthly fire and tornado drills were missed and will need to be made up in September.

109.12(5)b: Infants diapered in a sanitary manner as needed in central diapering area. One changing table for every 15 infants/toddlers needing diaper changes. Diapering, sanitation, and handwashing procedures posted and implemented in central diapering area.
Diaper changing tables need to be disinfected rather than sanitized. The center uses bleach and water and there are different mixing solutions for sanitizing and disinfecting.

109.15(1): Center shall serve each child a full, nutritionally balanced meal as defined by CACFP guidelines. Staff shall provide supervision at table during snacks and meals. Children at center two hours or longer shall be offered food of not less than two hours and no more than three hours apart unless child is asleep.
1. The muffins being served are not considered credible per CACFP guidelines.
2. In the four/five year old classroom, the times between meals need to be adjusted some as discussed so that meals are not less than two hours or more than three hours (unless napping) apart.

109.15(5)b: Sanitary and safe methods in food preparation, serving, and storage sufficient to prevent transmission of disease, infestation, and spoilage are followed.
There was an issue with dry food storage and food not being sufficiently sealed when opened and not entirely consumed.

V. SPECIAL NOTES/RECOMMENDATIONS:

The center will need to purchase a carbon monoxide detector.

Radon testing is due no later than 8/14/24. All classrooms need to be tested. If all classrooms come back with radon levels below the 4.0 cutoff, the center can move to testing for radon at least every five years now. So long as radon levels remain below 4.0, they can remain on a five year plan. If at the next testing levels in any classroom come back 4.0 or higher, the center will have to have a mitigation plan, retest, and at least temporarily move back to testing every two years.

An annual furnace inspection will be needed. The building was renovated so the first inspection will be needed in 2024. This inspection form then should be kept in a file folder.

The center is not yet going on field trips. This is something they will most likely do in the future once they become more established. Children's emergency contacts as well as a fully stocked first-aid kit will need to go along on all field trips.

The center will need to have all forms on file at this location which includes the updated Fire Marshal inspection form.

A list of free physical clinics was emailed to the director after the visit concluded. Physicals for new staff are due prior to employment beginning if they haven't come directly from another center and that physical is still within the three year timeframe.

This consultant emailed the center's nurse consultant regarding the one child who has special feeding instructions.

I-Power and IQ4K were discussed at the visit. All staff need to have I - Power profiles.

The food menu is posted in the kitchen and is also on the center's electronic app they use, but this should also be posted near the entrance of the building.

The specific cereal options should also be listed on the food menu.

All children need to have sunscreen applied. Generally, this is April - October, but that is just a guideline. If a child can't have sunscreen applied, a doctor's note is needed for the reason why they can't have it.

Thermometers are needed in all refrigerators and freezers.

The State of Iowa monthly playground checklist and the diapering procedures should be used at all times.

It is recommended the center look into a different sanitizing and disinfecting product other than bleach and water. The EPA product would already be labeled and not have to be mixed every day. Warning labels should also be used. Different products this consultant typically sees at visits were discussed.

At least one full first-aid kit should be stored in the center at all times along with extra first-aid supplies.

After the visit at the related Waukee site, the center handbooks (staff and parent) were reviewed. Below are the notes/recommendations this consultant sent to that director: This center also uses the same handbooks as Waukee and Ankeny:
I have reviewed your handbooks. Here are my notes on what needs to be done:

For fingerprinting, these either need to be completed prior to work on the first day or at least scheduled. I think you have listed they have several days to get done which is past regulation timeframes.

109.12(2) a-d Discipline does not allow -- corporal punishment; punishment that causes humiliation, fear, pain or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family. I WANT YOU TO ADD THIS SPECIFICALLY TO YOUR STAFF HANDBOOK

109.4(6) Parents shall have unlimited access to their children and to the provider caring for their children during the center's hours of operation or whenever their children are in the care of the provider, unless parental contact is prohibited by court order. THIS WAS MISSING AND IS NEEDED IN YOUR PARENT HANDBOOK UNDER YOUR PARENT/GUARDIAN RIGHTS SECTION.

Swaddling is actually not allowed at all unless there is a medical reason and the child's physician signs/dates a note stating the reason/for how long/etc.

Physicals are needed within 30 days of enrollment (I think you have listed 14 days which is fine so long as under 30 days) for all children under school age. Statements of health are needed by parents for all school-age children within again 30 days of enrollment and then also due annually.

For ratio, it will always be 1:4 for children 23 months of age and younger. However, it can be 1:7 IF and ONLY IF there is a combination 18 month olds to 3 years old.

109.4(2)"b" DISCHARGE POLICY: Identify the situations that could result in discharge (e.g., failure to meet center policies; failure to pay; inability of child to adjust to group experience; threat to other children, staff or self). Explain the communication process for addressing the identified problems. Describe the decision making process. Explain appeal and review procedures. Identify all relevant time frames. I DID NOT SEE A SPECIFIC DISCHARGE POLICY IN YOUR PARENT HANDBOOK SO THIS IS MISSING.

I DID NOT SEE A BITING POLICY IN YOUR HANDBOOK. I'VE ATTACHED A SAMPLE ONE FOR YOU TO GO OVER OR YOU CAN TAKE IT FROM A SAMPLE HANDBOOK I PREVIOUSLY PROVIDED.

I DID NOT SEE AN ACCESS POLICY THAT SHOULD BE ADDED TO YOUR STAFF HANDBOOK. I'VE ATTACHED ONE FOR YOU TO ADD

A referral was made to CCR&R for assistance after the visit concluded.

A new, full, two-year license is recommended.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHS 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 DHS Licensing Consultant to inquire.