Health and Human Services

Iowa Department of Health And Human Services

CHILD CARE CENTER ANNUAL EVALUATION

Name of Center: Hiawatha KinderCare

Provider No.: 51965

Address: 1771 Boyson Square DR, Hiawatha, IA, 52233

County: Linn

Director's Name: Shanna Jensen

On-Site Supervisor: Maggie Harbaugh, Jenna Rieck

Phone Number: 3198321402

E-Mail: Shanna.Jensen@kindercare.com

HHS Visit Date: 10/27/2025

Licensing Period: 11/01/2024 to 11/01/2026

Fire Inspection:

Date Inspected: 11/22/2022

Comments:

Report Visit Type:

- [ ] PTO
- [X] Licensing Visit
- [ ] Drop In
- [ ] Administrative Change

License Type:

- [X] Full
- [ ] Provisional

Quality initiative:

- [ ] Accrediation

Program Duration:

- [X] Year-Round
- [ ] School Year
- [ ] Summer Only

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HOURS:	*Year-round*	*School-Year*	*Summer Only*
Sunday			
Monday	6:30 AM to 6:00 PM		
Tuesday	6:30 AM to 6:00 PM		
Wednesday	6:30 AM to 6:00 PM		
Thursday	6:30 AM to 6:00 PM		
Friday	6:30 AM to 6:00 PM		
Saturday			

Program Population Served:

- [X] Infant(0-<24 Months)
- [X] Toddler
- [X] PreSchool
- [X] School Age
- [X] All Ages

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Aged	Capacity
General	18	28	68	10	124
Summer					0

1. Basic Overview

KinderCare Learning Centers (KLC) was founded in 1969 and continues to provide educational programs for children from six weeks to 12 years old. As of 2023, KLC is the 3rd largest privately held company and is headquartered in Oregon. As of 2023, KLC has approximately 200,000 children from 39 states and the District of Columbia enrolled in more than 1,250 early childhood education community centers, over 600 before-and-after school programs and over 100 employer-sponsored centers. This license is specifically for Hiawatha KinderCare. Hiawatha KinderCare has been in operation since 10/29/2022.

KinderCare Learning Companies district leader for Iowa and Illinois is Rachel Ross. Hiawatha KinderCare's specific site director is Shanna Jensen. Ms. Jensen has been the director since March 2023. Ms. Jensen has a BA in psychology, a Child Development Associate, many years of experience working with children and continues to participate in annual professional development. Assistant director/on-site supervisor Maggie Harbaugh has been in the position since November 2023. Ms. Harbaugh has a BA degree in early childhood, much experience working with children and continues to participate in annual professional development.

On 10/27/2025, program space was observed. Management discussed how a new fire panel was installed since the last review. Several diapering surfaces also changed to better fit the children, have fresh surfaces to best clean and disinfect and to further the distance between diapering and food preparation areas. The area of study during the week of this license visit was "Change is All Around". A center wide pajama day was observed to be happening with some gentle seasonably themed music playing in various classrooms. Evidence of previous days' curriculum included displays of child artwork (e.g. milestone pumpkin feet). Curriculum on the day of the monitoring visit allowed for a variety of experiences (e.g. skilled crafts, book reading, block building) that piqued child interest as well as encouraged social emotional growth, innovation

and child choice. On 10/27/2025, staff were observed to be in ratio and actively engaged with the children in a variety of activities that included infant cares, nap time events, afternoon snack rituals, and routine transitions. On the day of this monitoring visit, children appeared comfortable with staff and to be enjoying the day.

2. Identify Observed Strengths of the program

The mission of this KinderCare is "…to provide programs and environments that enrich children's development, promote respect for children, and celebrate the joy of childhood".

Hiawatha KinderCare has established the following website for families and the community to learn more about the program: https://www.kindercare.com/our-centers/hiawatha/ia/302060.

As of 10/27/2025, Hiawatha KinderCare's management team (e.g. Ms. Ross, Ms. Jensen, Ms. Harbaugh, on-site supervisor) continues to have systems of organization in place to help ensure administrative items are completed as required and maintained in a secure manner. The management team is knowledgeable of licensing guidelines as well as their own program's policies and procedures. Local as well as national KinderCare sites continue to collaborate on the sharing of materials, curriculum, ideas/planning, and professional growth training.

As of 10/27/2025, Hiawatha KinderCare was again found to be maintaining the required postings, maintaining parent-program information centers, utilizing technological communication resources, and offering family programming activities. Curriculum continues to include a combination of learning strategies incorporating KinderCare's unique curriculum, teacher-created ideas, social emotional learning, early academics, assessments, and physical activity. Curriculum also incorporates on-site guest speaker events, themed days, seasonal parties, and enrichments (e.g. Current pumpkin decorating auction with proceeds to benefit the local "Coats for Kids"). Ms. Jensen discussed increased usage of primary care groups in the classrooms.

Hiawatha KinderCare continues to have and update as needed policies and procedures that include those for safety, daily child contact, hand washing, diaper changing, cleaning, sanitizing and disinfecting. On the day of this monitoring visit, staff discussed how they help ensure the children's space is sanitary and hazard free each day by following their current policies and procedures as well as maintaining checklists for cleaning and maintenance. On 10/27/2025, management discussed how they have continued support from KinderCare owners, executive management and a multi-site KinderCare maintenance person who are also all responsible for daily building and grounds conditions and repairs.

KLCs including Hiawatha KinderCare have successfully navigated through flooding events (2008 historic Linn County flood), 2019 winter Polar Vortex, 2019 health (covid-19) pandemic, 8/10/20 Derecho Storm, 2021 food supply issues, 2022 infant formula shortages, air quality alerts (2023, 2025), repeated expansion and acquisition events, and repeated technology outages (7/19/24 global technology outage, 10/10/2025 AWS outage, 10/29/2025 Microsoft outage).

3. Identify the aspects that fall below the standard

109.11(3)a: Center shall ensure that:Facility and premises are sanitary, safe, and hazard free.Sufficient lighting shall be provided.Sufficient ventilation.Sufficient heating.Sufficient cooling.Equipment placed in the program area is maintained so as not to result in injury to the children.

4. Any corrective action plans, provisional license, and safety plans-steps to get into compliance

109.11(3)a: Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. Sufficient cooling. Equipment placed in the program area is maintained so as not to result in injury to the children.
- US Consumer Product Safety Commission Public Playground Safety Handbook states "Loose-fill surfacing materials should be avoided for playgrounds intended for toddlers or children who frequently place objects in their mouths." Loose fill outdoor playground surfacing is a choking hazard. Remove the loose fill from the infant and toddler outdoor play area or create a separate outdoor large gross motor area for this age group. Also, increase developmentally and physically appropriate outdoor large gross motor materials and supplies for the infants and toddlers.
- An area of shade is required on the younger child playground.
- The current outdoor sandbox has a dilapidated cover.

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- The outdoor playground structure for the older children is showing ware.
- Building heating and cooling dramatically varies among the classrooms with children observed to have red faces and be overheard voicing unhappiness about room temperatures.
- Windows are not properly opening to allow cooling or fresh air into several classrooms.
- Increase kitchen ventilation as temperature was observed to be excessively warm.
- Several children were observed to have not appropriate nap time bedding (e.g. barrier between the child's body and cot surface such as a cot sheet).
- During nap time, a secondary exit door was blocked by a cot.
- Staff holding children while assisting them with hand washing was observed in the infant and toddler classrooms. Each of those sinks shall have a child friendly step stool with nonslip steps and handrails.
- Toilet plungers shall be stored in a bucket or container rather than on the floor to help prevent bodily fluids from being tracked throughout the center.

5. Special Notes/Recommendations

Licensing strongly recommends increasing outdoor storage units/sheds to properly store loose outdoor materials.

Please review rule 109.15(5)c which states "Sanitary methods for dish-washing techniques sufficient to prevent the transmission of disease". Heat sanitizing occurs when water temperature of 160 degrees Fahrenheit has contact with dishware. Licensing strongly recommends larger centers have access to a commercial grade dishwasher, as well as a 3-compartment-sink (for larger pans/dishware) to help ensure proper cleaning and sanitizing of all dishware.

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The program's license remains in full status. Thank you for the visit.

Date: 11/10/2025

HHS Licensing Consultant: Amy Lyons

Non-compliance with any of the mandated regulatory requirements listed above may lead to the cancellation or revocation of your Child Care License. Please take steps necessary to completely address each of the violations noted above.

Child Care Resource and Referral is an excellent resource for providers to access training options and support in your area. You can reach Child Care Resource and Referral at **https://iowaccrr.org**.