**Iowa Department of Human Services**

**CHILD CARE CENTER COMPLAINT**

**Name of Center:** Traditions Children's Center IV **Enrollment:** 145 **License ID:** 19833

**Street:** 2555 NW 156th St **City:** Clive **IA** **Zip Code:** 50325 **County:** Polk

**Mailing Address:** 2555 NW 156th St

**Mailing City:** Clive **IA** **Zip Code:** 50325

**Director's Name:** Nicole Zahn **Center Phone Number:** 515-987-7467

**On-Site Supervisors:** Ashley Rench, Ashley Thompson, Erin Weaver **E-Mail Address:** director@traditions4.com

**Date of Complaint:** 02-07-2023 **Date of Visit:** 02-08-2023

**[ ]** Scheduled **[X]** Unannounced **[ ]** NA

**[X]** 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**

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**Complaint Details:**

Did this complaint result in a serious injury? ☐ Yes ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

**Summary of Complaint:**

It was reported that on 2/3/23, one of the infant classrooms was out of ratio. It was reported that there were six children and only one staff member present in the room on that day. The ratio for the infant age (0 - 23months) is one staff to every four children.

**Licensing Rules Relevant to the Complaint:**

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

**Inspection Findings:**

An unannounced visit was made to the center at 10:45am on 2/8/23. This consultant explained the reported concerns to the director, Nicole.

Nicole stated she was aware of this situation as there was a brief time (roughly 30 minutes) last Friday, 2/3/23, where she noticed there were more children than allowed for in this particular room when she got back from bus runs that day. Nicole stated the co-teacher had called in sick. Nicole added that when she observed the room out of ratio, she moved children around so that the room was in ratio.

This consultant and Nicole then observed all of the classrooms. In this infant room today, it was again out of ratio. There were five children and one staff member. The staff member stated that the fifth child arrived about 15 minutes ago. In the two year old classroom, there were 15 children and two staff members so this room was also out of ratio by one child. All other classrooms were in ratio.

Because the center was out of ratio, they are FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.8(2) AS IT PERTAINS TO RATIOS OF STAFF AND CHILDREN.

This consultant spoke to staff in the two rooms out of ratio about needing to have better communication if/when another child arrives in their classrooms which puts them out of ratio. This consultant explained that they need to contact management to inform them of these situations so that management can shuffle children and/or staff as needed so that ratio compliance is maintained.

**Special Notes and Action Required:**

No further action is being taken at this time. It is noted that in September 2022, there were also ratio issues observed on a complaint visit to the center.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email nkneppe@dhs.state.ia.us so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.
*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.

**Consultant's Signature:**

Nathan Knepper

**Date:**

02-08-2023