

CHILD CARE CENTER COMPLAINT

Name of Center:	Smarty Pants Childcare	Enrollment:	35	License ID:	52544
Street:	3805 Lower Beaver RD	City:	Des Moines	IA Zip Code:	50310
County:	Polk				
Mailing Address:	3805 Lower Beaver RD				
Mailing City:	Des Moines	IA Zip Code:	50310		
Director's Name:	Alivia McVicker	Center Phone Number:	515-428-0082		
On-Site Supervisors:	Jamiah Shields	E-Mail Address:	smartypantsdsm@gmail.com		

Date of Complaint: 07-24-2026**Date of Visit:** 08-11-2026☐ 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:**

Concerns were reported about how staff from this daycare were interacting and supervising children at Ashby Park on 7/21/2026. Staff weren't adequately supervising children. Children were using the wading pool and staff were not supporting and supervising them as needed. There was one child with special needs and staff were letting this child put her head under her water. Staff left a few kids in swings for about fifteen minutes and didn't push the kids while they were in the swings. Staff were on their phones while they were at the park. Staff picked kids up by their arms in an aggressive manner.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required: Brief absence of staff person permitted for 5 or less minutes when another staff person is present. At least one staff is present in every room where children are resting. If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained. Ratio in infant rooms is always maintained. When more than eight children are present on the licensed premises, at least two staff members shall be present. For a period of two hours or less at the beginning and end of the center's hours of operation, one staff member may care for eight or fewer children, provided no more than four of the children are under two years of age and there are no more than eight children in the center. Ratio exceeded for school-age children when school classes unexpectedly start late, are dismissed early, or cancelled. For no more than four hours, care is limited to children already in the program and licensed capacity is not exceeded.

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.13(1 and 2) 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. Menus shall be made available to parents and kept on file with substitutions noted. Avoid foods with high incident rate of causing choking.

Inspection Findings:

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I went to the daycare center for an unannounced visit. Initially there wasn't a director or on site supervisor on site. there were two staff working in the main program area. This worker asked what class they had with them and how many children. Staff attempted to count how many children and were unable to do so after a few tries at counting the children. Children were eating snack at the tables, some children were playing in this room and going into a small room to play. Staff said it was the 3/4's class and they had around eighteen children. This worker explained to the staff they needed to know the exact number of children in their care at all times, to ensure supervision and safety were being provided. Staff did not count the children and repeated they thought the number of children was around eighteen. This worker observed some children looked older than four years of age. Staff said there was a seven year old child, who just came back to attending the center last week. There was also a five year old child. This worker explained to the staff the classroom was not in ratio. Snack being served was crackers and water during the visit.

Shortly after this worker arrived, the on site supervisor, Jamiah Shields, the director, Alivia McVicker, and the owner, Lenae Arku, came to the daycare. This worker explained the purpose of the visit. This worker told management the concerns observed during the visit prior to them arriving. The director said the seven year old had just came back to the center last week. This child and the five year old should be in their own room. There was one staff not working so that is why those ages were combined. Staff should know the count, they didn't know why these staff didn't know how many kids were with them. Crackers and oranges were on the menu. There were oranges in the kitchen for snack today. They weren't sure why staff wouldn't have given the oranges today.

This worker observed the classrooms. The 2 year old classroom was observed to look the same as it had when the annual visit occurred on 7/13/26. There was an insufficient amount of supplies and toys for the children. The books in the classrooms were not age and developmentally appropriate. There were several shelves that were empty. The director and owner stated they were very surprised as this had been taken care and staff must be removing toys from this room.

The assistant director was present, along with two other staff members when they took the 3/4 year old class to the park. They were in ratio for an off site field trip. She said children were not left in swings. She was one of the staff members who put children in the swings. Staff were standing by children when they were in the wading pool. She explained there are a few children from this class who have delays. These kids are not verbal and need to have staff pick them up to support them more than a typical 3/4 year old. These children also tantrum more often. The children also are more noisy and yell more often.

Special Notes and Action Required:

109.8(2)

Ratio maintained in center as required:

VIOLATION

There were children ages three to seven in a classroom during today's visit.

109.10(14)a

The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

VIOLATION

Staff did not know how many children they were responsible for during the visit.

109.13(1 and 2)

Center shall serve each child a full, nutritionally balanced meal as defined by CACFP guidelines.

VIOLATION

Staff served crackers and water for snack today. The menu had crackers and oranges for snack.

109.12(2)a-d

The center shall not use as a form of discipline:

Center does not use corporal punishment including spanking, shaking, or slapping.

Punishment which is humiliating or frightening or causes pain or discomfort is not allowed.

NOT A VIOLATION

This worker didn't see inappropriate discipline being used by staff.

This worker talked at length about the licensing violations seen during the visit. Lenae and Alivia were going to meet with the staff to address the concerns and violations. They had started working on getting the 2 year old classroom in compliance during the visit.

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Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

09-02-2026