

## CHILD CARE CENTER COMPLAINT

|                             |                                                         |                     |           |                             |                                        |                |      |
|-----------------------------|---------------------------------------------------------|---------------------|-----------|-----------------------------|----------------------------------------|----------------|------|
| <b>Name of Center:</b>      | Cadence Academy Preschool - Urbandale                   | <b>Enrollment:</b>  | 1         | <b>License ID:</b>          | 27551                                  |                |      |
| <b>Street:</b>              | 3054 NW 86th St                                         | <b>City:</b>        | Urbandale | <b>IA Zip Code:</b>         | 50322                                  | <b>County:</b> | Polk |
| <b>Mailing Address:</b>     | 8800 N Gainey Center Dr Ste300Attn: Accounts Receivable |                     |           |                             |                                        |                |      |
| <b>Mailing City:</b>        | Scottsdale                                              | <b>IA Zip Code:</b> | 85258     |                             |                                        |                |      |
| <b>Director's Name:</b>     | Theresa Andeson                                         |                     |           | <b>Center Phone Number:</b> | 515-270-1426                           |                |      |
| <b>On-Site Supervisors:</b> | Alecia Pardekooper                                      |                     |           | <b>E-Mail Address:</b>      | director.urbandale@cadence-academy.com |                |      |

**Date of Complaint:** 05-12-2026 **Date of Visit:** 05-12-2026

☐ 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 ☒ No

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

**Summary of Complaint:**

It is alleged a child (age 3) was able to leave the classroom at Cadence Academy Urbandale, went down the stairs and out the front door of the center without the knowledge of teachers.

**Licensing Rules Relevant to the Complaint:**

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

**Inspection Findings:**

**CHILD CARE CENTER COMPLAINT**

I visited the center unannounced on 5/12/26 with HHS staff. The concerns received on this day indicated a child (age 3) was able to leave the classroom, down the stairs and out the front door of the center, to the sidewalk, and did walk up the side walk without Teachers being aware. An adult that encountered the child on the side walk took the child back to the center.

Met with the director, assistant director and regional manager. They stated a review of the video monitoring for this incident indicated the child was outside the center for about 12 minutes. The child had no history of prior elopement. The teachers involved have no prior history of performance concerns. I viewed the footage of this incident, which reflected what the director had previously stated.

The director stated that an internal response to this situation was initiated. The center has placed three teachers on administrative leave. Training for face to name has been completed again. The center is working to modify the space to increase visibility and considering door alarms or magnet locks that release with a button, subject to fire inspector approval.

The center stated the intent to move the three year old classroom to the lower floor, to a room that offers better overall visibility, with formal doors that separate the programming space from the hallway of the center. This space is licensed space but has not been utilized recently. The center intends to reorganize the room and have this room be the three year old classroom.

The fire Marshall explained that no special devices that would interfere in an emergency exit could be added, however audible door alarms were approved.

The center has opted to utilize door alarms at this time. Staff in this room have had refreshed training on active, close supervision, face to name matching and ensuring staff are spaced out in the classroom to allow for supervision as well.

There is significant information that a licensing violation had occurred under Iowa Administrative Code 109.10(14)a

The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision. To Wit: three year old child did leave the programming space, navigate down stairs and out of the child care building, onto the adjacent sidewalk prior to a change encounter with an adult that assisted in the child returning to the child care center. Review of video revealed a lapse in close supervision for about twelve minutes.

**Special Notes and Action Required:**

This center initiated an internal response and retraining of staff involved in this incident. The center has elected to move the three year old classroom to a room that would allow for actual doors to keep the program area separate from the hall for instance. The Center's facilities has completed measurements necessary for the alarms, which are on order and will be installed upon receipt.

No further actions required at this time.

**Consultant's Signature:**

Maggie Gibson, SWIV

**Date:**

06-23-2026