

CHILD CARE CENTER COMPLAINT

Name of Center: Oralabor KinderCare	Enrollment: 87	License ID: 50977
Street: 225 SW Oralabor RD	City: Ankeny	IA Zip Code: 50023
County: Polk		
Mailing Address: 225 SW Oralabor RD		
Mailing City: Ankeny	IA Zip Code: 50023	
Director's Name: Sydney Drexler	Center Phone Number: 515-963-9095	
On-Site Supervisors:	E-Mail Address: Sydney.Drexler@kindercare.com	

Date of Complaint: 11-03-2025**Date of Visit:** 11-05-2025☐ 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 reported that on 10/31/2025, a two year old did not have her diaper changed the entire day she was at daycare, resulting in redness and soreness to her buttocks.

Licensing Rules Relevant to the Complaint:

109.12(4)b Each infant and toddler shall be diapered in a sanitary manner as frequently as needed at a central diapering area. Diapering, sanitation, and hand-washing procedures shall be posted and implemented in every diapering area. There shall be at least one changing table for every 15 infants.

Inspection Findings:

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11/3/25 This worker received an email from Sydney Drexler, director. Sydney said they have a family concerned about their child documented having a dry diaper all day. Parents extremely upset as the child was wet when they got home. She reviewed all documentation, met with staff and did training and new diapering and communication procedures, listed below:

Updated Diapering & Communication Procedures:

- If a child has more than one dry diaper in a row, teachers must notify management immediately
- Management will contact the family to provide an update and check for any concerns
- Children must be changed into a clean diaper regardless of dryness
- A follow-up diaper check must occur one hour after the first dry diaper
- No child should go more than two hours without a diaper check/change unless documented as asleep
- Diaper for all children must be changed within one hour of center closing (5:00pm) regardless of the last change time.
- Before leaving for their shift, teachers must ensure all diapering, meal, and rest updates are accurately entered into the classroom app
- Families must be notified of any atypical diapering patterns (consistently dry, irregular bowel movements, etc.)

11/4/25

Email communication with Sydney Drexler.

Communication with parent. Child had soaking diaper with feces stuck on her bottom. Child's bottom was very red. Child had a large bruise on her left cheek and staff said they didn't know how child got it during the day. Child was also bit on the arm and staff didn't document it and said they didn't know when child was bit. These incidents happened within past few weeks. Daycare has not said anything about starting to introduce toileting or putting child on potty.

This worker spoke with Sydney, director. Sydney said there have been some changes in staffing with the passing of their assistant director and some staff have gone to part time. There were three staff working in that classroom on that day. Staff generally start putting older children in that class on the potty when they are diapered, when they are around 2 1/2 years old. The center should have a conversation with parents when that starts. She isn't sure if this child has starting being put on the potty but it is likely with her age. She did talk with staff about the importance of a child being dry after more than one diaper change and they put into place a new policy. She hadn't heard any concerns about a bite mark that wasn't noticed or bruise on face until parents expressed concerns about the diapering.

Sydney sent the daily communication log for the child on that date:

Bathroom

9:05 am - Diaper - Dry

10:55 am - Diaper - Dry

2:04 pm - Diaper - Dry

Naps

12:28 pm - 2:00 pm (1 hr 32 min)

Special Notes and Action Required:

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109.12(4)b

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VIOLATION

The child was in good health and was having no medical issues on that date. The child is not being potty trained and staff didn't document that the child went on the potty. The child's diaper was extremely wet and the child also had feces on her bottom when she got home. It is highly unlikely the child didn't urinate during the day.

The center has put a new Diaper and Communication Policy in place. The director talked to all the staff working in the room that day and has trained staff on the new policy.

This worker told Sydney the center needs to communicate and plan with the family when they start introducing/putting children on the toilet. Staff need to document when this is happening also.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

11-05-2025