

CHILD CARE CENTER COMPLAINT

Name of Center:	Pleasant Hill KinderCare	Enrollment:	172	License ID:	27466
Street:	1425 Copper Creek DR	City:	Pleasant Hill	IA Zip Code:	50327
County:	Polk				
Mailing Address:	1425 Copper Creek DR				
Mailing City:	Pleasant Hill	IA Zip Code:	50327		
Director's Name:	Jessica Gathercole	Center Phone Number:	515-262-3838		
On-Site Supervisors:	Micah Miller	E-Mail Address:	301829@klcorp.com		

Date of Complaint: 12-30-2025**Date of Visit:** 01-23-2026☐ 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:**

It was reported that two children (ages five and six) were touching each others genitals in the classroom. It was reported that this has occurred on more than one occasion. It was also reported that not all of the parents were informed about at least one incident that staff was aware about.

Licensing Rules Relevant to the Complaint:

109.10(8) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes: Minor injuries. Minor changes in health status. Minor behavioral concerns. Incidents resulting in injury to a child. Shall be verbally notified immediately when there is: A serious injury to a child. An incident resulting in a significant change in health status. An incident includes the child being involved in inappropriate, sexually acting out behavior. A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file. Serious injuries and deaths must be reported to the Department within 24 hours.

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:

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At the time the concern was reported to HHS, this consultant was on vacation. However, this consultant contacted the director, Jessica Gathercole, by phone on 1/9/26 to discuss the allegations. This consultant also had email correspondence with Jessica explaining the reported allegations prior to our phone call.

HHS worker, Mya Thway, and her supervisor were also involved with this complaint and went to the center two times to interview staff as well as the family homes to interview children and parents. It was learned that this concern had happened on more than one occasion, but staff were only aware of one such incident where children were redirected to stop these behaviors. It was also learned that incident reports were not consistently being completed nor were both sets of parents of the children involved with these behaviors notified.

On 1/23/26, after returning from vacation, this consultant made a visit to the center to discuss the information gathered and to follow up on a plan of action moving forward. Staff interviewed admitted that not all parents were notified of the at least one incident staff were aware of. There also seemed to be an issue with staff mentioning these concerns to management.

This consultant observed the classroom and the restrooms used (in another adjacent classroom). The director informed this consultant they are working on getting a gate installed so that children can not play on the ramp that is in the classroom. The ramp area, upon observation, is a blind spot in the classroom. This consultant also discussed sending one child at a time to the restrooms in the adjacent classrooms. If more than one child needs to go to the restroom at the same time, this consultant stated the children will need to form a line and a staff member will need to be present supervising so that only one child is in the single toilet restrooms at a time. This consultant also discussed the need for better communication with staff to upper management when these type of behaviors occur. This consultant reiterated that incident reports are needed for all children involved and not just the instigator.

At this time, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(14)A AS IT PERTAINS TO SUPERVISION AND ALSO 109.10(8) AS IT PERTAINS TO WRITTEN INCIDENT/ACCIDENT REPORTS.

Special Notes and Action Required:

A plan was discussed about putting in a guard gate at the ramp entrance since this is a blind spot in the classroom. Ideally, this ramp would be able to be removed (classroom renovation) at some point. It was also discussed better staff supervision for restroom breaks and a one in - one out restroom policy. Staff were made aware of the need for better communication and better consistency with incident/accident reporting.

The center has an annual licensing inspection coming up in the near future and these concerns will again be addressed at that inspection visit.

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 Nathan.Knepper@hhs.iowa.gov 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 HHS Licensing Consultant to inquire.

Consultant's Signature:

Nate Knepper

Date:

02-04-2026