Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Westlakes KinderCare **Enrollment:** 35 **License ID:** 27840

Street: 6670 University AVE **City:** West Des Moines **IA** **Zip Code:** 50266 **County:** Polk

Mailing Address: 6670 University AVE

Mailing City: West Des Moines **IA** **Zip Code:** 50266

Director's Name: Stacie Cardoza **Center Phone Number:** 515-221-0718

On-Site Supervisors: Mya Love **E-Mail Address:** 301789@klcorp.com
Stacie.cardoza@kindercare.com
courtney.oltjenbruns@kindercare.com

Date of Complaint: 09-25-2026 **Date of Visit:** 09-29-2026

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

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] 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 that on September 24, 2026, staff members at Westlakes Kindercare (names not known) did not adequately supervise an eight month old child resulting in the child following the staff members into the laundry room and getting access to laundry detergent.

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.

109.11(3)a Center shall ensure that:Facility and premises are sanitary, safe, and hazard free.Sufficient lighting shall be provided.Sufficient ventilation.Sufficient heating.Sufficient cooling.Equipment placed in the program area is maintained so as not to result in injury to the children.

Inspection Findings:

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On 9/17/26, the center director, Staci Cordoza, emailed this consultant about this situation. Staci informed this consultant that the child followed a staff member into the laundry room that is connected to the room and grabbed an empty laundry detergent packet that was on the floor and next to the garbage. The child attempted to put this empty laundry detergent package into her mouth. Staff intervened and prevented the child from putting this in her mouth. The child's hands were then washed. However, the child developed a rash around their mouth so the center contacted Poison Control. Poison Control advised to monitor the child. The child's mother also worked (has since resigned at the time of this report) and she was also notified of the situation.

On 9/25/26, a formal intake came into the complaint hotline in regards to the above matter.

0n 9/29/26, this consultant visited the center and spoke to the on-site supervisor, Mya Love, as well as the two staff members who worked in the room of the alleged incident. This consultant also had staff members AT and SR provide written statements of the incident. The written statements matched what Staci had previously shared with this consultant.

Because the child gained access to an empty laundry detergent packet, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENING REGULATION 109.10(14)C AS IT PERTAINS TO CENTER BEING SAFE AND HAZARD FREE. HOWEVER, THIS INCIDENT IS ISOLATED AND APPEARS TO BE COMPLETELY ACCIDENTAL. THE STAFF ALSO RESPONDED AS REASONABLE AND PRUDENT INDIVIDUALS WOULD HAVE DONE IF IN A SIMILAR CIRCUMSTANCE.

Special Notes and Action Required:

No further action is being taken at this time. This was an isolated incident and staff took appropriate measures after the fact and also reviewed and put in new protocols since the incident.

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:

10-15-2026