

CHILD CARE CENTER COMPLAINT

Name of Center: West Branch Community ELC-Kids Club	Enrollment: 46	License ID: 21214
Street: 225 North Maple Street	City: West Branch	IA Zip Code: 52358
County: Cedar		
Mailing Address: 400 W Orange St		
Mailing City: West Branch	IA Zip Code: 52358	
Director's Name: Lisa Moore	Center Phone Number: 319-643-7447	
On-Site Supervisors: New Director as of 9/27/2025 Joanna Carter	E-Mail Address: jcarter@west-branch.k12.ia.us	

Date of Complaint: 10-02-2025**Date of Visit:** 09-24-2025
☐ 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:**

A five-year-old child was left outside unattended.

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:

The following is based upon a face-to-face interview with the director/on-site supervisor and staff. Review of administrative items, review of video footage and observations while on-site. This occurred on 9/24/2025 when the below concern was reported to HHS.

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

-A five-year-old child was left outside on the playground unattended for approximately ten minutes. Staff did not notice that the child was gone until the child's mother arrived for pickup. Staff did not provide careful supervision. This staff is no longer with the center.

Special Notes and Action Required:

-This worker ordered lanyards for them. If they need additional lanyards they can be found at:

<https://orders.gpo.gov/formOrders.aspx?Appid=70&login=0>

-Face to name procedures can be found at:

<https://www.childcareawareky.org/wpcontent/uploads/2025/07/Name-to-Face-Tip-Sheet-pdf.pdf>

-Supervision posters can also be a helpful reminder to staff:

<https://headstart.gov/sites/default/files/pdf/active-supervision.pdf><https://headstart.gov/sites/default/files/pdf/active-supervision-handout.pdf><https://headstart.gov/sites/default/files/pdf/active-supervision-poster.pdf><https://www.thesilverlining.com/safety-tips/effective-playground-supervision>

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Consultant's Signature:

Heidi Brown

Date:

02-23-2026