Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: West Des Moines KinderCare **Enrollment:** 69 **License ID:** 51503

Street: 865 S 51st ST **City:** West Des Moines **IA** **Zip Code:** 50265 **County:** Polk

Mailing Address: 865 S 51st ST

Mailing City: West Des Moines **IA** **Zip Code:** 50265

Director's Name: April Fewell **Center Phone Number:** 515-267-1951

On-Site Supervisors: **E-Mail Address:** april.fewell@kindercare.com

Date of Complaint: 05-09-2024 **Date of Visit:** 05-22-2024

[ ] 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:

Center administration allowed someone to work at the day care prior to background check being completed. When background check was done, the person wasn't allowed to work in child care due to child abuse issues.

Licensing Rules Relevant to the Complaint:

109.9(1)b All files contain:A signed copy of DHS criminal history record check or any other permission form approved by the Department of public Safety for conducting an Iowa or national criminal history check. A copy of Request for Child Abuse Information.Copies of the results of Iowa records checks conducted.Copies of national criminal history check results.Any Department-issued documents sent to the center related to records check.

Inspection Findings:

This worker went to the center for an unannounced visit. This worker met with April Fewell, director, and explained the purpose of the visit. April was working in a classroom today, assisting with ratio coverage. April was aware of this incident. April said her supervisor, Amanda Koch, was made aware of the incident when she realized the error she had made.
April hired an individual on 4/28/24. The individual started working in a classroom with her and with others, and she was in ratio in classrooms. April realized she hadn't done background checks on this individual ten days later, on a Saturday, when she was at the daycare working. On the following Monday, 4/20/24, she ran a SING background check and saw a transgression on the check. Amanda advised her that this individual couldn't work in a classroom until HHS gave permission for this person to work in a child care center. A federal record check was completed on the individual on 4/24/24. They got a notice from HHS the person wasn't approved and she had to let the person go from employment.

April started in December 2024 as director at KinderCare. This incident was the only time she allowed someone start working prior to running background checks. She has made a checklist for each staff file as an extra measure to remind herself of code requirements. She is fully aware of the severity of the mistake. She has had to assist in classrooms quite often due to staffing. She's been extremely busy although this is no excuse for the mistake. She is in the process of hiring more staff currently.

This worker communicated with Amanda Koch regarding the complaint.

Special Notes and Action Required:

109.9(1)b
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Copies of national criminal history check results.
Any Department-issued documents sent to the center related to records check.
VIOLATION

This worker encouraged KinderCare management to continuously assess enrollment and staffing. Recommendations continue to be that if directors and assistant directors need to spend time in classrooms that centers should not be taking new families.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

06-04-2024