

CHILD CARE CENTER COMPLAINT

Name of Center:	Kiddie Academy of Urbandale	Enrollment:	154	License ID:	51814
Street:	14101 Douglas PKWY	City:	Urbandale	IA Zip Code:	50323
County:	Polk				
Mailing Address:	14101 Douglas PKWY				
Mailing City:	Urbandale	IA Zip Code:	50323		
Director's Name:	Haleigh Wade	Center Phone Number:	515-850-2900		
On-Site Supervisors:	Alma Hasakovic and Ajla Ikeljic		E-Mail Address:	randi.schmitz@kiddieacademy.net	

Date of Complaint: 07-23-2025 **Date of Visit:** 07-23-2025

☐ 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

It was alleged that a two year old child had been bitten by the same child 10-15 times in the last 6 months while at Kiddie Academy Daycare. The staff have not developed a plan to prevent this from occurring. On 7/22/25, the same child found scissors and cut the two year old child's top lip, which required 6 stitches. It is unknown where the staff was when this occurred.

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 7/23/25, this consultant and HHS worker, Joan Brandt, made an unannounced visit to the center. The concerns were shared with the on-site supervisor, Alma Hasakovic. The owner, Randi Schmitz, and director, Haleigh Wade, were not present at the center at the time of the visit, but the concerns were later shared with them.

Alma pulled up the video of the scissors incident for HHS Brandt and this consultant to review. Brandt and this consultant also reviewed the accident report written by staff. Brandt and this consultant then interviewed staff members MD and CH who were present in the classroom at the time of the incident/accident. MD explained that another child had an accident (explosive diarrhea) and she went to immediately assist that child. The other staff member, CH, confirmed this as well. While MD was attending to the other child, CH was observed walking around the classroom supervising children. Neither staff realized there was an adult scissors in the calendar bucket until after the incident occurred. The calendar bucket was sitting on the floor. After the incident occurred, both staff took immediate action to attend to the child injured and remove the bucket out of children's access. Based on interviews, reviewing of the accident report, and interviewing staff, MD and CH were not being negligent and were providing supervision to children, however, because there was an adult scissors that was accessible to children, the center is **FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.11(3)A AS IT PERTAINS TO INDOOR FACILITY BEING SAFE AND HAZARD FREE.**

In regards to supervision of children, there is not sufficient evidence to conclude that staff were not providing adequate supervision based on the information obtained for the above incident. In regards to the biting concerns, this is fairly common for this age group. It is part of normal child development , although it is an undesirable behavior. All staff who work in this classroom seem to be aware of two particular children who do most of the biting in this classroom. Staff continue to monitor this situation and have continued plan in place to address these behaviors. In the timeframe the child in question has been attending the center, there has been roughly a little more than one bite a month on average. In regards to the biting concerns, there is not sufficient evidence to conclude staff aren't providing adequate supervision to children. The center is **FOUND TO BE IN COMPLIANCE WITH LICENSING REGULATION 109.10(14)A**

Special Notes and Action Required:

No further action is being required at this time. The director of the program has taken swift action in regards to extra training for staff and a plan to improve communication among staff working together in classrooms.

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:

Nathan Knepper

Date:

08-22-2025