

CHILD CARE CENTER COMPLAINT

Name of Center: Yellow Brick Road ECDC - Norwalk	Enrollment: 155	License ID: 51820
Street: 2201 Sunset DR	City: Norwalk	IA Zip Code: 50211
County: Warren		
Mailing Address: 756 9th ST		
Mailing City: Des Moines	IA Zip Code: 50309	
Director's Name: Jessica Lopez	Center Phone Number: 515-981-0089	
On-Site Supervisors:	E-Mail Address: Kylie.Schrader@ybrecdc.org	

Date of Complaint: 05-16-2025**Date of Visit:** 05-16-2025
☐ 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:**

It is alleged that on May 5, 2025, staff left a very young child, almost three years old, on the playground unsupervised for approximately five minutes.

Licensing Rules Relevant to the Complaint:

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Inspection Findings:

5/12/25 Email received from Jessica Lopez, director at the center. Jessica stated a child was left on the playground on unintentionally by two staff for approximately five minutes. The child's father had come to the center to pick the child up for the day and saw his child on the playground. There were two staff responsible for the incident. Staff have been reprimanded.

5/12/25 Email exchange between this worker and Jessica Lopez. This worker requested additional information, which Jessica provided. The child is almost three years old. Jessica gave details as far as corrective action for the staff and retraining plans for the staff. Staff will be retrained as far as children transitioning from rooms, name to face procedures. Staff have to call the front desk for an escort when leaving and returning to the classroom for 60 days. This worker encouraged that this expectation should be assessed rather than automatically stopped at 60 days, which Jessica agreed to do. Jessica stated the communication that had occurred with the child's parents regarding the incident.

5/19/25 Email exchange with Jessica Lopez. She met with HHS Selby at the center on 5/16/25.

5/19/25 Email exchange with HHS Selby, who is assessing the complaint also. Case collaboration.

6/12/25 Email from HHS Selby.

6/23/25 Email exchange with Jessica Lopez. One staff who was involved is no longer employed, unrelated to the incident. They have followed the corrective action plan put in place.

Special Notes and Action Required:

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109.10(16)a

The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

VIOLATION

Two staff left a very young child unsupervised on the playground. The staff did not follow protocol to ensure they had all the children they were responsible for while leaving the playground and when first entering their classroom. The center has a complete, thorough policy in place and staff didn't follow the policy.

Consultant's Signature:

Melinda Larson, Child Care
Licensing Consultant

Date:

06-24-2025