

CHILD CARE CENTER COMPLAINT

Name of Center:	Hickman Kindercare	Enrollment:	90	License ID:	49510
Street:	15200 Hickman RD	City:	Clive	IA Zip Code:	50325
County:	Polk				
Mailing Address:	15200 Hickman RD				
Mailing City:	Clive	IA Zip Code:	50325		
Director's Name:	Paige Poore	Center Phone Number:	515-987-5755		
On-Site Supervisors:	Faith White and Paige Bice	E-Mail Address:	Paige.poore@kindercare.com courtney.oltjenbruns@kindercare.com		

Date of Complaint: 05-20-2026 **Date of Visit:** 05-22-2026

☐ 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 reported that in January 2026, several children were playing with a spray bottle (possibly a cleaning product), spraying it in each others mouths, and then got rashes around their mouths. It was also reported children were in the restroom together and touching each others private areas several months ago. There are ongoing issues with staff supervision of children.

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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HHS worker, Breonia Farris, and this consultant made an unannounced visit to the center on 5/22/26 to address the reported concerns. Farris and this consultant met with on-site supervisor, Paige Bice, and shared the reported concerns with her. It is noted that prior, in April 2026, the director, Paige Poore, notified this consultant of some behavioral issues with children and boundaries (trying to show and touch private parts). Paige indicating staff were working with children and parents in regards to this issue to get these type of behaviors to hopefully stop.

The center does not have cameras. In relation to the allegation of children spraying some sort of spray bottle containing possible cleaning products in each others mouths, because this alleged incident occurred four months prior, staff interviewed could not fully recollect any sort of spray bottle issue where children got rashes as a result of spraying a spray bottle in each others mouths. The director also shared with HHS Farris the Kindercare App correspondence from January 2026 between the center and parent(s) of children indicating that they believed they determined the rashes children received were from possibly Italian Dressing the center served. As a result of that, the center stopped serving Italian Dressing. At this time, there is not sufficient evidence that children were spraying cleaning products in each others mouths and/or that staff were not providing adequate supervision at the time of the alleged incident. However, because on the day of the unannounced visit cleaning products were observed to be accessible to children, the center is **FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.11(3)A AS IT PERTAINS TO THE CENTER BEING HAZARD FREE INDOORS**. Staff and later management acknowledged that their policy is to keep these locked up and this was not the case when the room was being observed.

Staff in the classroom on the day of the visit also stated that their protocol is one child in, one child out of the restrooms at a time, however, two children were observed in the restroom at the time when this classroom was being observed. The room appeared to also be unstructured and a bit chaotic as children were running around and staff appeared to have some difficulty getting children's attentions. Because two children were in the restroom at the same time and unknown to staff until this was pointed out to them, the center is **FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.14(A) AS IT PERTAINS TO SUPERVISION OF CHILDREN**.

Special Notes and Action Required:

More structure is needed in the three through five year old classrooms. More follow up on protocols is needed by staff and management. This consultant has had email and phone correspondence with the director, Paige Poore, throughout this complaint assessment and as recently as 6/19/26. Paige stated the concerns have been discussed with staff now several times and more oversight has been and will continue to be practiced and reviewed by staff and center management going forward.

It was also noted when the classroom was being observed that children's water bottles were not labeled. All water bottles also need to be labeled with children's names on them.

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:

06-19-2026