Iowa Department of Human Services
CHILD CARE CENTER EVALUATION AND RECOMMENDATION FOR LICENSE

Name of Center: Hand In Hand **Enrollment:** 80 **License ID No. (Reapplications)** 19482

Street: 3860 Middle Rd **City:** Bettendorf Iowa **Zip** 52722 **County:** Scott

Mailing Address: 3860 Middle Rd, Bettendorf, IA, 52722

Director's Name: Jennifer Chastain **Phone Number:** 563-332-8010

On-Site Supervisor(s): **E-Mail:** jennifer@handinhandqc.org

Date(s) of Visit: 04-23-2025

X **Licensing Visit** X **Unannounced Visit** **Off Year Visit** **Administrative Change**

LICENSING VISITS

New Application X **Re-Application** **NA**

Signed Application (470-0722) Received **Yes** **No** X **NA** **Date Signed:**

FIRE INSPECTION **State** X **Local** **NA** **Is Fire Inspection Approved?** X **Yes** **No** **NA**

Date Inspected: 02-12-2025

Comments :

LICENSE TYPE: X **Child Care** **Preschool (ages 3-5 meets three hours or less per day)**

Financial Type: Profit X Non-Profit NA

Accredition: Accredited NAEYC NSACA Other X NA

Program Serves: X Infants (0-23 mo.) X 2 Years X Preschool-Age X School-Age

Get-Well Evening Care X Special Needs

SCHEDULE: X Year-round School-Year Summer Only

HOURS:	*Year-round*	*School-Year*	*Summer Only*

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Age	Capacity
General	15	14	39	44	112
Summer					0

QRS Rating: 4

RECOMMENDATION FOR LICENSE:	
X	**FULL** license from 08-01-2025 to 08-01-2027
	PROVISIONAL license from
	DENIAL of initial application
	SUSPENSION of license
	REVOCATION of license

Licensing Consultant: Heidi Hungate **Date:** 05-01-2025

I. IF CURRENT LICENSE IS PROVISIONAL, IDENTIFY THE CORRECTIVE ACTIONS

N/A

II. IDENTIFY THE AREAS OBSERVED ON THE VISIT:

An unannounced licensing visit was completed at this center on 4/23/25. The center director Jennifer Chastain was present on the day of the visit along with other staff. This center is a non-profit center governed by a board of directors. Angela Kendall is the CEO for the board, and she was also present on the day of the visit. The center operates out of the main level and a large portion of the lower level of the building. The property is owned by the center. A respite program through the HCBS Waiver program is also located on site, and administered by the Hand In Hand agency, for children and adults age Kindergarten through 18. This space is included in the program's license capacity. The school-age child care children are integrated with the respite children. Care for school age children is provided after school and on non-school days. The center participates in the Iowa Voluntary Preschool Grant program.

The center consists of the following program rooms on the main floor: Groot Room (school age/art room), Maple Room (three/four years, formerly the castle room), Truffula Room (20 months through two years), Pine Room (four/five years), and Dragon Room (six weeks to 20 months). The lower level includes one large room that is licensed space for school age child care. The room is also used by children age three and older for a break out space when not in use by the school age children. Hand washing sinks are located within each program room on the main floor. All but the art room on the main floor include adjacent restroom areas. There is also a hallway restroom area. The Maple, Truffula, and Dragon rooms include a diapering station within the program room. The Pine Room includes a diaper station that is inside the restroom area. The lower level includes two restroom areas each with a toilet and a hand washing sink. One of the restroom areas is adjacent to the program room. All program space was observed.

The center serves breakfast (only to non-school age portion of program), morning snack, lunch, and afternoon snack. The center participates in the CACFP. Snacks are prepared on site in the center's kitchen. Breakfast and lunch are catered to the center from a local licensed catering business. School age children are required to bring their own lunch from home. The kitchen area is organized.

III. IDENTIFY THE OBSERVED STRENGTHS OF THE CENTER:

This center is unique in its philosophy and population served. Because of the history and development of this center there is a strong identification with serving children with special needs, although the program rooms are integrated. The center works closely with the AEA. The center director states the lower level has been painted again since the last licensing visit. This program reports being certified program-wide for the PBIS training through 5/2028. Program rooms continue to be spacious and bright with windows. Rooms are generally organized with plenty of accessible materials to support program needs. The children's crafts and projects are posted throughout the center. The center's outdoor play area for the non infant children has been designed as an outdoor classroom environment. The center has achieved level four IQ4K through 6/30/26. Staff appear to work well together, and staff were observed to be engaged with the children in activities throughout the center. The center continues to work closely with their local CCRR and CCNC consultants. Required licensing documentation was found to be organized in the licensing binder. Child files are organized.

IV. IDENTIFY THE ASPECTS OF OPERATION THAT FALL BELOW THE STANDARDS REVIEWED:

STAFF FILES:
109.9(1)d: All files contain a pre-employment physical exam report completed within six months prior to hire and at least every three years. Physical exams shall be documented on form 470-5152, Child Care Provider Physical Examination Report.
1. _2_ staff files reviewed did not have the physical completed pre-employment. Required staff physical form must also be used.

109.10(3): Medications.
1. Expired medications present.
2. Medications present without current parent authorization form completed.

V. SPECIAL NOTES/RECOMMENDATIONS:

The center is reminded, again, regarding the updated rules regarding combining different age groupings of children and what is allowed and when. Two year old children may not be combined with four year old children and three year old children may not be combined with six year old children unless under the very specific rule 109.8(2)h for the very beginning and/or end of the day with only the number of children and staff present at the center as defined by the rule. The center will need to ensure compliance.

1. Ensure children's hand washing activities are better supervised in some areas and that children travel directly to the cleaned and sanitized table to be seated when washing hands for food service.
2. Remove storage of items in the staff restroom area of the nursery room. Restroom areas shall not be used for storage.
3. Ensure kitchen door remains closed at all times.
4. Ensure menu showing all meals and snacks is current (dated) and is posted where visible for everyone.
5. Staff files need organization and a better tracking system to ensure compliance.
6. Ensure all open food items in the center, kitchen or otherwise, are stored in a sealed container or ziploc and dated for freshness.

The center will continue with a full license. Please address the violation(s) and/or concern(s) noted in the report so that corrections are obvious and ensure that items remain in compliance. This report does not require a written response. Thank you.

*Note: If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your DHS Licensing Consultant to discuss the issue. The child care director may also send a response which will be placed in the licensing file.

*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the DHS Licensing Consultant to inquire.