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

Name of Center: Primrose School of Urbandale **Enrollment:** 169 **License ID No. (Reapplications)** 51307

Street: 12001 Hickman Rd **City:** Urbandale Iowa **Zip** 50323 **County:** Polk

Mailing Address: 12001 Hickman Rd, Urbandale , IA, 50323

Director's Name: Anissa Deay **Phone Number:** 515-201-5636

On-Site Supervisor(s): Mickayla Love/Rhea Parekh **E-Mail:** director@primroseurbandale.com

Date(s) of Visit: 05-04-2023

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

LICENSING VISITS

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

Signed Application (470-0722) Received X **Yes** **No** **NA** **Date Signed:** 03-01-2023

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

Date Inspected: 05-24-2022

Comments : Fire Inspections are due at least every three years.

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

Financial Type: X Profit Non-Profit NA

Accredition: Accredited NAEYC NSACA Other X NA

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

Get-Well Evening Care Special Needs

SCHEDULE: X Year-round School-Year Summer Only

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

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Age	Capacity
General	48	54	114		216
Summer					0

QRS Rating: 4

RECOMMENDATION FOR LICENSE:	
X	**FULL** license from 05-01-2023 to 05-01-2025
	PROVISIONAL license from
	DENIAL of initial application
	SUSPENSION of license
	REVOCATION of license

Licensing Consultant: Debbie Hammer **Date:** 05-25-2023

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

N/A.

II. IDENTIFY THE AREAS OBSERVED ON THE VISIT:

A full licensing visit was conducted on 5/4/23. The director was present throughout the visit.

All areas of the program were observed. These areas observed consisted of classroom observations and activities, nutritional practices, health and safety practices, playground observation, field trip and transportation practices, and administrative review.

This center was given Permission to Open on 1/18/21. Primrose School is a National brand, however each center is a franchise and independently owned. Primrose School has approximately 420 centers in 32 states. Umesh and Deepa Parekh are the owners of this Primrose School. Both are passionate about providing quality and well balanced care and education to children. Anissa Deay is the Director of this center. Anissa has an Associate's degree in Early Childhood Education and over 28 years experience in childcare, including prior Director experience. Mickayla Love and Rhea Parekh are the on-site supervisors. Mickayla has seven years of experience in a childcare setting. Rhea has a Bachelor's degree in Marketing and prior childcare experience. All three meet qualifications for their roles. The center also has two education coaches, one for children age two (Megan Jurrens) and under and one for children over age two (Natasha Benson).

This center has 13 enclosed classrooms and serves children from age 6 weeks to five years of age. There are two infant rooms, each with a capacity for 10, however the center is capping these rooms at 8. There are two older infant and young toddler classrooms, each with a capacity for 10, however the center is capping these rooms at 8 as well. There is another toddler classroom with a capacity of 16. There are three early preschool classrooms for children two years of age, each classroom has a capacity for 18. There is a primrose pathways classroom for children between 2 and 3 years of age, this classroom has a capacity for 18 children. There are two preschool classrooms, each with a capacity for 24 children, as well as two pre-kindergarten classrooms, each with a capacity for 24 children.

The center has a spacious outdoor playground area, divided into four separate sections that allows the children to be separated by age, and also includes a fifth section for a garden area.

The Primrose school corporation has an Early Learning Council and an Education Team. The curriculum is based on a Balanced Learning concept, which balances purposeful play with nurturing guidance to encourage curiosity, creativity, confidence and compassion. There is a curriculum for each age range; infant, toddler, early preschool, preschool, and prekindergarten. The curriculum has components of language and literacy, science, technology, engineering, creative arts and math (STEAM); social studies, music, physical development and health; as well as components of compassion, kindness and life skills.

III. IDENTIFY THE OBSERVED STRENGTHS OF THE CENTER:

The center has a QRS rating of 4 stars, based on a 1-5 scale rating.

The center has high enrollment. There is a waiting list for enrollment.

The center has strong communication between staff and families. The center uses an app for daily notes and and real time communication with families. Every classroom has an I-Pad. The center and parents use the Pro-Care system and app to communicate.

The center has a morning announcement daily for staff, this is a print off for staff to read giving them updates and announcements.

The center conducts monthly staff meetings.

The center will send home a Happy Gram for children who have been caught doing well during the day.

The center has good room set up with classrooms that are well supplied with age appropriate toys/equipment and centers.

The center has a strong, well rounded and balanced curriculum. Primrose has an Early Learning Council that creates their curriculum annually.

The center provides well balanced and healthy meals for the children.

The center provides training for staff prior to new staff being placed in the classrooms, as well as mentoring.

The center has a strong leadership team.

The center receives strong support from the owners.

The leadership team conducts 30, 60 and 90 day evaluations with staff after they are hired. They also conduct visits to the classrooms to check in on teachers/staff.

Each month one teacher is appreciated and acknowledged for their hard work and dedication.

There are staff pictures outside of each classroom.

Staff can participate in the WAGES program and the TEACH program.

The Director is the President of the Iowa IAEYC chapter, and has her NAC certificate.

The center has a secure entrance and security cameras, however the cameras are not placed in the classrooms.

The center is conducting family events again and this are well attended. They have had a cultural fair, a spring parade and spring fling, muffins with moms and a preschool graduation. They have a family activity every 3-4 weeks.

The administration team does a week of teacher appreciation every May and will do something everyday to show appreciation to staff.

The center brings in outside enrichment activities, such as Tippy toes and Soccer Shots.

The center is working on their COGNIA accreditation.

The center recently sent out a family and staff survey and received good and positive feedback.

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

109.7(1): All staff(within first 3 months of employment)Two hours of approved training FOR the mandatory reporting of child abuse. At least one hour of training regarding universal precautions and infectious disease control. Certification in American Red Cross, American Heart Association, American Safety and Health institute or MEDIC First Aid infant, child, and adult cardiopulmonary resuscitation (CPR) OR equivalent certification approved by the department. A valid certificate indicating the date of training and expiration date shall be maintained. Certification in infant, child, and adult first aid that uses a nationally recognized curriculum or is received from a nationally recognized training organization including the American Red Cross, American Heart Association, American Safety and Health Institute or MEDIC First Aid or an equivalent certification approved by the department .A valid certificate indicating the date of training and expiration date shall be maintained. Minimum health and safety trainings, approved by the Department. If significant changes occur to content, the Department may require the training be renewed.

One staff file reviewed did not complete CPR/First aid training within the first three months of employment, this was completed 6 months after hire.

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.
Number not in compliance: 1
One staff file reviewed did not have a pre-employment physical exam report completed within six months prior to hire, this was completed seven months after hire.

109.9(2): All files are updated at least annually and when a change occurs.
Four child files reviewed did not have an annual update.

V. SPECIAL NOTES/RECOMMENDATIONS:

The menu was reviewed and reflects the center is following the CACFP guidelines.

Radon testing is now required every five years if testing is under the 4.0 cutoff. The center last completed radon testing in January of 2022 and all rooms fell below the 4.0 cutoff.

Discussion took place regarding the child files and annual updates. The director will pick a month every year to conduct an update.

A new, full, two-year license is recommended.

*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.