

CHILD CARE CENTER COMPLAINT

Name of Center: Generation Next - West Des Moines	Enrollment: 178	License ID: 52960
Street: 5400 University Ave	City: West Des Moines	IA Zip Code: 50266
County: Polk		
Mailing Address: 5400 University Ave		
Mailing City: West Des Moines	IA Zip Code: 50266	
Director's Name: Hali Oberender	Center Phone Number: 515-226-6017	
On-Site Supervisors: Sara Woody	E-Mail Address: Hali@GenerationNextIA.com Director.westdesmoines@cadence-academy.com	

Date of Complaint: 09-18-2025**Date of Visit:** 09-19-2025
☐ 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 on/about 9-18-25 teachers with Generation Next-WDSM in the 3 year old room took the children to the outdoor play area; however one child, age 3, was inadvertently left indoors, and unsupervised during this time (approximately 30 min). The child did not incur physical injury and sought out another teacher in an adjacent classroom.

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.

Inspection Findings:

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On 9/18/25, I visited Generation Next WDSM unannounced; along with a second HHS employee. We met with the director; regarding additional concerns that a child, age 3, had inadvertently been left in the classroom while the others went outside to play. The director indicated she spoke with both teachers in the room, who indicated the initial belief the face to name count was correct, but indeed was not. The director reviewed exterior video and also noted the time the child (age 3) walked out of the classroom to the adjoining classroom, finding another teacher who located the assistant director also. The time that seemed to have elapsed was 30 minutes the child (age 3) would have been located in the classroom without a teacher in the classroom. Two teachers in the classroom when this occurred were placed on leave, pending an internal investigation that the director indicated resulted with one teacher having been terminated and the other with a written reprimand, along with retraining and coaching with regard to face to name policies in this center. We interviewed a teacher that was in charge of this child when this occurred who provided a history consistent to what was written and in the file and what the director had relayed. We interviewed the teacher that the child sought out, who also confirmed the history that had been provided.

Generation Next utilizes a class attendance or face to name, electronically on an ipad for one teacher and the other teacher is to utilize paper forms with the children's name/pictures on them and also check for attendance. The class counts are completed prior to leaving the classroom, and when the class arrives on the playground, then prior to coming inside and again when the class returns to their classroom. The director provided additional coaching and retraining on face to name processes and practices.

There is significant evidence to conclude a licensing violation occurred. The center is FOUND TO BE OUT OF COMPLIANCE WITH LICENSING REGULATION 109.10(16)A AS IT PERTAINS TO CAREFUL SUPERVISION OF CHILDREN.109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

Special Notes and Action Required:

The director initiated an internal review which began with two teachers being placed on leave The director indicated she viewed external video, and interviewed teachers involved. A teacher was discharged and a teacher was given a written reprimand, additional retraining and coaching on face to name, attendance policies.

No additional actions required at this time.

Consultant's Signature:

Maggie Gibson, SWIV

Date:

10-15-2025