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

Name of Center: Hiawatha KinderCare **Enrollment:** 90 **License ID No. (Reapplications)** 51965

Street: 1771 Boyson Square DR **City:** Hiawatha Iowa **Zip** 52233 **County:** Linn

Mailing Address: 1771 Boyson Square DR, Hiawatha, IA, 52233

Director's Name: Shanna Jensen **Phone Number:** 319-832-1402

On-Site Supervisor(s): Maggie Harbaugh, Courtni Heitland, Emily Dean **E-Mail:** Shanna.Jensen@kindercare.com

Date(s) of Visit: 10-23-2023

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

LICENSING VISITS

New Application **Re-Application** X **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: 11-22-2022

Comments :

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 X School-Age

Get-Well Evening Care 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	18	28	68	10	124
Summer					0

QRS Rating: N/A

RECOMMENDATION FOR LICENSE:	
X	**FULL** license from 10-29-2022 to 11-01-2024
	PROVISIONAL license from
	DENIAL of initial application
	SUSPENSION of license
	REVOCATION of license

Licensing Consultant: Amy Lyons **Date:** 11-14-2023

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

Not applicable.

II. IDENTIFY THE AREAS OBSERVED ON THE VISIT:

Hiawatha KinderCare commenced operations on 10/29/2022 (underwent ownership change from former The Hiawatha Day School #25030). Hiawatha KinderCare operates year-round, Monday through Friday 6:30am to 6:00pm. The program serves child age birth through preschool-age. Current enrollment is 90.

Director of Hiawatha KinderCare is Shanna Jensen. Ms. Jensen has been the director since March 2023. Ms. Jensen has a BA degree in psychology, has over 10 years experience working with children and continues to participate in much child development related training. Assistant director/on-site supervisor Maggie Harbaugh has been in the position since November 2023. Ms. Harbaugh has a BA degree in early childhood education, over 10 years experience working with children and continues to participate in much child development related training.

On 10/23/2023, program space was observed.

III. IDENTIFY THE OBSERVED STRENGTHS OF THE CENTER:

Hiawatha KinderCare is located in a predominantly urban neighborhood. The profit program provides a variety of full-time and part-time learning opportunities as well as accepts many different of funding sources to help meet the needs of children and families throughout the community.

Hiawatha KinderCare has established the following website for families and the community to learn more about the program:
https://www.kindercare.com/our-centers/hiawatha/ia/302060.

The mission of this KinderCare is "…to provide programs and environments that enrich children's development, promote respect for children, and celebrate the joy of childhood".

KinderCare programs have a history of participating in quality initiatives including national accreditation, CACFP, QRS/IQ4K, and local quality initiatives. Ms. Jensen discussed future goals of continued participation in quality initiatives including NAEYC accreditation and IQ4K.

Hiawatha KinderCare is now part of the national KinderCare Education enterprise. KinderCare Learning Centers (KLC) were founded in 1969 and have continued to provide childcare programming for over 50 years. KLC provides educational programs for children from six weeks to 12 years old. These nationwide educational programs include over 1,000 early childhood education community centers, over 500 before-and-after school programs, and over 100 employer sponsored centers in 38 states and the District of Columbia. KinderCare Education enrolls approximately 200,000 children and employs approximately 30,000 people nationwide.

Hiawatha KinderCare's management team (e.g. Ms. Jensen, Ms. Harbaugh, on-site supervisors) is organized and has

developed noteworthy systems of organization to help ensure administrative items are completed as required and maintained in a secure manner. The management team is knowledgeable of licensing guidelines as well as their own program's policies and procedures. As a result, the program experiences smooth daily operations. Ms. Jensen discussed the collaboration that is done among local as well as national KinderCare sites that allows for a sharing of materials, curriculum, ideas/planning, and professional growth training.

Since the acquisition and last monitoring visit, the program has retained as well as hired some new staff. Staff reported celebrating 15 years, 4 years, 2 years, and one year of employment at this location. The cook acknowledged this is her 2nd year of providing culinary delights to children. Management discussed how KLC has provided their program with a specific recruiter to help with staffing needs. KLC uses a group chat App for staff and management teams to "Shout Out" to one another by sharing successes and unique programming ideas with one another. KLC continues to increase and/or offer training opportunities, retention incentives, teacher appreciation/acknowledgment, family/staff referral/incentives, continued no cost staff educational development, and the continued partnerships with the TEACH and WAGE$ programs. Ms. Jensen reported 4 staff are currently pursing a CDA.

Hiawatha KinderCare has emergency plans, policies, and procedures in place which are annually reviewed and updated as needed. The local KinderCare programs have successfully navigated through 2008 historic Linn County flood, 2019 winter Polar Vortex, 2019 health (COVID-19) pandemic, 8/10/2020 Derecho Storm event, and 2023 compromised air quality days.

Hiawatha KinderCare continues efforts at optimal communication between the program/staff and families. The program has organized parent-staff/program information centers, offers regular program newsletters, utilizes technological communication resources (e.g. unique "Grow Me App"), and supports family programming activities. The program does offer family events throughout the year including open houses, parent/program conferences, access to family ambassadors, and program/parent "Care Calls". Most recent 2023 family events have included Pumpkin Auction to benefit the local "Coats for Kids" program. Ms. Jensen discussed the September 2023 family survey that was conducted.

To help ensure the building remains sanitary and hazard free each day, KinderCare has maintenance persons (e.g. indoor and outdoor) who assist in maintaining the property. Since the last review, the program space received a complete refresh (e.g. all new furnishings, window treatments, door pinch guards, carpets, kitchen items, first-aid kits, internal program communication devices) as well as many new materials (e.g. books, dramatic play centers, sensory stations). Ms. Jensen discussed how staff have received much orientation and training on the new KLC name-to-face child supervision records/forms which are now being used. Classrooms continue to be arranged in a thoughtful manner with learning at the forefront. Children's accomplishments (e.g. artwork) are displayed throughout the program space. Materials are accessible to children. Curriculum includes a combination of learning strategies incorporating KinderCare's unique curriculum, teacher-created ideas, social emotional learning, early academics, and physical activity to nurture healthy bodies, happy hearts, and growing minds. Curriculum also incorporates on-site guest speaker events, themed days, and holiday/seasonal parties. Most recent seasonal celebration included a new annual "trunk-or-treat" experience. Communication between children and staff is done verbally, with picture cues, and through sign language.

Hiawatha KinderCare collaborates well with community partners including the local school districts, early access persons, local businesses, CCR&R, other childcare programs/directors, NAEYC administration and health professionals.

Each child is engaged in a daily health check upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior which may adversely affect the child or the group. The program has policies and procedures in place for hand washing, cleaning, sanitizing and disinfecting. Staff were able to verbalize and engage in these processes. Cleaning checklists and daily sanitation reminders were observed to be posted in various areas of the center.

On the day of the monitoring visit, staff were observed to be nurturing and attentive to the children's needs. Activities observed included infant cares, center play experiences, small group work and routine transitions. Staff were overheard providing children with words of encouragement and engaging children in discussion. Children responded well to staff and appeared to be enjoying their day.

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

109.11(3)a Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Adequate indoor and outdoor space is provided. The outdoor area shall include safe play equipment and area of shade. Sufficient space provided for dining. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. Sufficient cooling. Sufficient bathroom and diapering facilities. Equipment, including kitchen appliances, are maintained so as not to result in burns, shock, or injury to children. Sanitation and safety procedures for the center are developed and implemented to reduce risk or injury or harm to children and reduce transmission of disease.
- Remove the dilapidated outdoor wooden garden boxes and brush overgrowth.
- Replenish depth of outdoor cushion surfacing to meet standards put forth in the US CPSC Public Playground Safety Handbook.

- Increase materials on the younger child playground (e.g. developmentally, commercial grade low-to-ground climbing equipment) as outdoor materials for this age group are insufficient.
- An area of shade is required on the younger child playground. Remedy.
- The outdoor climbing equipment on the older playground is showing ware (e.g. chipping paint). Replace.
- Several indoor window casings have areas of chipping plaster and paint. Remedy.
- Ensure any lower cabinets that contains cleaning supplies and/or other non-child-friendly items are inaccessible to children (e.g. child proofing).
- The diaper station located in several rooms (example infant room 1, infant room 2, and toddler room 2) do not fit the sizes of the children being served, have a dilapidated surface not able to be properly cleaned and disinfected after each use, and/or are adjacent food preparation areas. Remedy.

V. SPECIAL NOTES/RECOMMENDATIONS:

Licensing strongly recommends adding an outdoor storage unit/shed to store loose outdoor materials.

Licensing strongly recommends installing privacy fencing on the outdoor playground. Also, consider adding a separate outdoor infant/toddler playground.

During the refresh, a kitchen convection steamer was installed in lieu of a stove. Ensure manufacturer instructions for such equipment are maintained and posted on-site for ease of use (especially if there is a substitute cook on any particular day). It's unclear how certain features of the steamer work due to the lack of equipment instructions.

Please review rule 109.15(5)c which states "Sanitary methods for dish-washing techniques sufficient to prevent the transmission of disease". Heat sanitizing occurs when water temperature of 160 degrees Fahrenheit has contact with dishware. Licensing strongly recommends larger centers have access to a commercial grade dishwasher, as well as a 3-compartment-sink (for larger pans/dishware) to help ensure proper cleaning and sanitizing of all dishware.

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The program's license remains in full status. Thank you for the visit.

*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.