Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Yellow Brick Road ECDC - Altoona **Enrollment:** 98 **License ID:** 52696

Street: 907 8th ST SW **City:** Altoona **IA** **Zip Code:** 50009 **County:** Polk

Mailing Address: 600 HWY 169 STE 630

Mailing City: St Louis Park **IA** **Zip Code:** 55426

Director's Name: Aubrey Dooley **Center Phone Number:** 515-381-2774

On-Site Supervisors: **E-Mail Address:** aubrey.dooley@ybrecdc.org troy.bage@ybrecdc.org

Date of Complaint: 08-27-2026 **Date of Visit:** 09-18-2026

[ ] Scheduled **[X]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] 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:

Concerns reported that the daycare runs out of ratio. The director is aware of the ratio violations.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required:Brief absence of staff person permitted for 5 or less minutes when another staff person is presentAt least one staff is present in every room where children are resting.If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained.Ratio in infant rooms is always maintained.When more than eight children are present on the licensed premises, at least two staff members shall be present.For a period of two hours or less at the beginning and end of the center's hours of operation, one staff member may care for eight or fewer children, provided no more than four of the children are under two years of age and there are no more than eight children in the center.Ratio exceeded for school-age children when school classes unexpectedly start late, are dismissed early, or cancelled. For no more than four hours, care is limited to children already in the program and licensed capacity is not exceeded.

Inspection Findings:

CHILD CARE CENTER COMPLAINT

This worker went to the daycare for an unannounced visit. At the beginning of the visit, the director wasn't at the center. A staff, R. assisted. This worker visited all the classrooms that were in operation. Exploring Preschool 1 and Exploring Preschool 2 had combined some children as it was later in the day. Exploring Preschool 1 had six children with one staff. The staff was aware of the children's names but wasn't sure about their ages. Staff R. assisted and Exploring Preschool 1 and three children who were 2 years old and three children were were 1 years old. This classroom was not in compliance with ratio. This worker explained why this classroom needed two staff to be in compliance.

The director, Aubrey, came to the center and the purpose of the visit was explained. Aubrey stated a couple weeks ago, some parents of the infant classrooms were arriving earlier than what they scheduled for. There were also staff who were opening staff that quit with no notice. This caused some challenges with ratio. This worker explained the ratio violation in the Exploring Preschool 1 today. Aubrey printed classroom rosters for review. This worker expressed concerns with the enrollment for those classrooms. Aubrey said she was making adjustments to the classrooms, as her staff had expressed concerns with having a mix of ones and twos together. This created a challenge for her staff and she listened to their concerns. The center just hired some new staff, which will give her more options for those age groups. They do attempt to stay in ratio at the end of the day, they're aware there needs to be more 2 year old children than one year old children to run at the two year old ratio requirements.

Special Notes and Action Required:

109.8(2)
Ratio maintained in center as required:
VIOLATION
The center had some children younger than 18 months going into classrooms with two year old children.
The center had a classroom running at a 2 year old ratio and there were an equal number of one year old children and two year old children.
The center struggled with maintaining ratio a couple weeks ago. They did make attempts to maintain ratio but reportedly it was very challenging and there were times they were not in ratio due to a few factors.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

10-13-2026