

## CHILD CARE CENTER COMPLAINT

|                                                         |                                                    |                           |
|---------------------------------------------------------|----------------------------------------------------|---------------------------|
| <b>Name of Center:</b> Downtown Cedar Rapids KinderCare | <b>Enrollment:</b> 109                             | <b>License ID:</b> 51966  |
| <b>Street:</b> 615 1st AVE SE                           | <b>City:</b> Cedar Rapids                          | <b>IA Zip Code:</b> 52401 |
| <b>County:</b> Linn                                     |                                                    |                           |
| <b>Mailing Address:</b> 615 1st AVE SE                  |                                                    |                           |
| <b>Mailing City:</b> Cedar Rapids                       | <b>IA Zip Code:</b> 52401                          |                           |
| <b>Director's Name:</b> Amanda Connelly White           | <b>Center Phone Number:</b> 319-362-0207           |                           |
| <b>On-Site Supervisors:</b> Lauren Speth Legrand        | <b>E-Mail Address:</b> amanda.white@kindercare.com |                           |

**Date of Complaint:** 02-13-2026**Date of Visit:** 02-19-2026
☒ Scheduled
     
 ☐ Unannounced
     
 ☐ NA

☒ Non-Compliance with Regulations Found
     
 ☐ Compliance with Regulations Found
**RECOMMENDATION FOR LICENSE**☐ NO CHANGES to licensing status recommended☒ PROVISIONAL license from 03-17-2026 to 03-17-2027☐ SUSPENSION of License☐ REVOCATION of License**Complaint Details:**Did this complaint result in a serious injury? ☒ Yes ☐ No

Serious Injuries include:

- Disabling mental illness.
- Bodily injury which creates a substantial risk of death, causes serious permanent disfigurement, or causes protracted loss or impairment of the function of any bodily member or organ.
- Any injury to a child that requires surgical repair and necessitates the administration of general anesthesia.
- Includes but is not limited to skull fractures, rib fractures, metaphyseal fractures of the long bones of children under the age of 4 years.

Did this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

On 2/13/2026, a complainant reported that while in attendance at Downtown Cedar Rapids KinderCare on 2/12/2026, a 2yo child was left lying on the floor when the 2yo child's g-tube was pulled out by another child. The complainant reported the 2yo child had to be transported to the emergency room to have a new g-tube placed. The complainant reported staff did not provide adequate supervision.

**Licensing Rules Relevant to the Complaint:**

109.6(4)d Center repeats national criminal history checks at a minimum of every four years or when aware of additional history that occurs.

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 present. At 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.

109.9(1)c All files contain documentation to indicate that ongoing staff training requirements are met, including current certifications in first aid/CPR and mandatory child abuse training.

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109.9(2)i Preschool (for children five years and younger not enrolled in school): Physical exam report submitted within 30 days of admission, was obtained no more than 12 months prior to admission, is signed by a licensed MD, DO, Chiropractor, PA, or ARNP, and contains health history; present health status including allergies, medications, and acute/chronic conditions; and recommendations for continued care if necessary.

109.9(2)k Any child with special health needs, a written emergency plan. Copy shall accompany child if they leave the premises.

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:**

On 2/19/2026, licensing along with an additional DHHS person conducted a visit to Downtown Cedar Rapids KinderCare. The below is based upon a face-to-face interview with director Ms. White, a face-to-face interview with on-site supervisor (OSS) Ms. Legrand, face-to-face interviews with multiple staff, a review of internal and external administrative items, and observations while on-site.

**CONCLUSION:** Rule 109.10(14)a was VIOLATED.

- Information gathered indicated that a 2yo child with special medical cares including a G-tube was enrolled in the infant room. On 2/12/2026, the 2yo child was positioned on the floor for a feeding through the G-tube. After the feeding, the 2yo child remained on the floor with an unsecured and uncovered feeding tube. Staff DD and MW were in the room after the feeding but were not directly supervising the 2yo child. During this time, an infant crawled over to the 2yo child and pulled out the 2yo child's G-tube. The 2yo child required immediate medical attention. While it is clear staff were not directly supervising the 2yo child, it's important to note inconsistent statements were provided as to what each staff had been doing at the time of the incident.
- On 2/19/2026, licensing observed an over-sized rocking chair positioned in the middle of the infant room. While in the infant room talking with staff, information gathered indicated furnishings had been rearranged after 2/12/2026. Inconsistent verbal statements were provided as to how the room had been arranged on 2/12/2026 at the time of the incident. Licensing, additional DHHS person, management and staff discussed how the over-sized rocking chair was currently creating a supervision issue. Licensing asked for the over-sized rocking chair to be placed in a different area allowing staff to be able to fully and easily supervise all infants in the room. Staff acknowledged if the over-sized rocking chair were to be moved it would be difficult to supervise mobile infants who may hide behind it. As a result of staff self-acknowledging each could not provide careful supervision around the over-sized rocking chairs, licensing instructed management to fully remove the over-sized rocking chairs from the infant room.

During the course of this complaint visit, information gathered indicated additional rules have also been violated.

- Rule 109.8(2)f: There was no documentation from the 2yo child's treating physical or the area education agency serving the child allowing the 2yo child to be enrolled in and remain in an infant room.
- Rule 109.9(2)i: File review indicated the 2yo child lacked documentation of a current physical exam. File review of another child BB lacked documentation of a current physical exam.
- Rule 109.9(2)k: File review indicated the 2yo child lacked required special written care plan including the care needed, when the care is to be given, and any possible complications or side effects, including required interventions. File reviewed indicated the 2yo child lacked documentation of special needs provided in a manner similar to documentation for medication administration. File review indicated another child EF who began attending on 9/28/2026 also has a G-tube. EF's file lacked documentation of signed and dated special care plan meeting all requirements. File review indicated another child BB who began attending on 1/12/2026 also has a G-tube. BB's file lacked documentation of a sufficient special care plan meeting all the requirements. On 2/19/2026, verbal statements corroborated that staff were conducting tube feedings and G-tube cares in many differing ways with some indicating they had received no formal or special training.
- Rule 109.6(4)d: Two staff files reviewed (NM hired 8/21/2025, MW hired 9/15/2025) lacked documentation of current federal record check results.
- Rule 109.9(1)c: Four staff files reviewed (DSD hired 12/17/2025, DJD hired 9/16/25, (NM hired 8/21/2025, MW hired 9/15/2025) lacked documentation of fully completed valid CPR and first-aid training from a DHHS approved trainer. One staff file reviewed (DJD hired 9/16/25) also lacked documentation of current mandatory child abuse reporter training.

**Special Notes and Action Required:**

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Administration is responsible to ensure each and every KinderCare employee has been oriented to each and every child's special cares including any and all special medical cares. Immediate increased administrative oversight is required. Licensing supports regular documented collaboration and consultation with our local CCNC (Child Care Nurse Consultant) especially regarding any and all children with any special medical cares. Licensing supports all KinderCare staff participating in at least 2 hours of DHHS approved child supervision training. Each staff shall create an ipower profile in which to sign-up for DHHS approved trainings in the area of supervision. For assistance in finding and signing up for training, please reach out to CCR&R (Child Care Resource and Referral). Licensing further supports the installation of cameras in all child areas and weekly all staff meetings with a documented staff sign-in/out as well as written itinerary of policies and procedures being reviewed at each meeting. Until a significant pattern of regard for all rules can be established, licensing also supports not increasing enrollment. Some of your staff have been hired for over a year yet continue to be non-compliant with items needed to have been completed prior to involvement in childcare and within the first 90 days of hire. This increases risks and vulnerabilities as well as sets a continued precedence for what KinderCare accepts of an employee and standard of quality childcare.

After fully correcting all deficiencies above, please provide one document addressing how all items outlined in this report have been fully resolved.

This program's license has changed to provisional status and will remain as such until a significant amount of time has passed supporting a pattern of rule regard.

**Consultant's Signature:**

Amy Lyons

**Date:**

03-17-2026