Health and Human Services

Iowa Department of Health And Human Services

CHILD CARE CENTER ANNUAL EVALUATION

Name of Center: Hickman Kindercare

Provider No.: 49510

Address: 15200 Hickman RD, Clive, IA, 50325

County: Polk

Director's Name: Paige Poore

On-Site Supervisor: Paige Bice and Faith White

Phone Number: 5159875755

E-Mail: Paige.poore@kindercare.com
courtney.oltjenbruns@kindercare.com

HHS Visit Date: 10/02/2026

Licensing Period: 11/01/2025 to 11/01/2027

Fire Inspection:

Date Inspected: 04/29/2025

Comments: Clive Fire Department. For licensing, these inspections are due at least every three years.

Report Visit Type:

- [ ] PTO
- [X] Licensing Visit
- [ ] Drop In
- [ ] Administrative Change

License Type:

- [X] Full
- [ ] Provisional

Quality initiative:

Quality Rating: 1

- [X] Accrediation — Comments: NAEYC

Program Duration:

- [X] Year-Round
- [ ] School Year
- [ ] Summer Only

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HOURS:	*Year-round*	*School-Year*	*Summer Only*
Sunday			
Monday	6:30 AM to 6:00 PM		
Tuesday	6:30 AM to 6:00 PM		
Wednesday	6:30 AM to 6:00 PM		
Thursday	6:30 AM to 6:00 PM		
Friday	6:30 AM to 6:00 PM		
Saturday			

Program Population Served:

- [X] Infant(0-<24 Months)
- [X] Toddler
- [X] PreSchool
- [X] School Age
- [ ] All Ages

LICENSE CAPACITY	Infants	2 Years	Preschool	School-Aged	Capacity
General	48	24	65	30	167
Summer					0

1. Basic Overview

An off-year inspection was conducted on 10/2/26. The director and both on-site supervisors were present throughout this inspection.

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

Hickman Kindercare opened in March 2018 under HHS supervision. The center is owned by the Kindercare Corporation and this is one of several Kindercare programs within the Des Moines Metro. The director of this program is Paige Poore. The on-site supervisors of this program are Paige Bice and Faith White. All three individuals meet the qualifications for their positions and have past experience working in child care.

The center serves children six weeks in age through 12 years in age using the Kindercare specific learning curriculum, Early Foundations. There are a total of 14 classrooms. Total child enrollment on the day of the inspection was 123 children.

NUTRITION: The center serves breakfast, lunch, and a PM snack to children. Children eat in their classrooms at the child-size tables and chairs and/or high chairs if younger. Menus are posted for the week and rotate every four weeks. The center participates in the food program (CACFP) and all meal items met CACFP requirements. There is a full kitchen and management rotate cooking meals. All food storage was sufficient.

TRANSPORTATION/FIELD TRIPS: The center owns several buses that they transport children to/from school in within

the Waukee School District and for field trips. For all transportation needs, a first-aid kit and children's emergency contacts are taken along. Regular maintenance is performed on the vehicles.

PLAYGROUND: There are two playground areas based on ages of children. Both playgrounds are fenced in and contain climbing structures and other outdoor toys. No issues were noted with any of the equipment. Field turf is used for surfacing. There appears to be some issues developing with the field turf that need to be closely monitored and most likely will need repaired in the future with several dips throughout the areas. Staff stated they do daily playground checks and also nail down parts of the field turf in a couple of areas weekly.

During the inspection, children were observed in a variety of activities from washing their hands, sitting down for lunch, napping in cribs, and engaged in free-choice play at the different learning stations made available to them. Toys, tables, and other equipment are being cleaned and sanitized daily. Diapering tables are being disinfected after each use. Staff and children questioned gave specific answers as to where they relocate to for monthly fire and tornado drills.

For more challenging child behaviors, the center focuses on talking to children and positive redirection and positive alternative choices to make. Behavior plans are utilized and parents are involved in these plans. Documentation is a focus as it communication between all parties. The center also utilizes CCR&R and other outside resources as needed.

2. Identify Observed Strengths of the program

The center participates in NAEYC.

The center participates in IQ4K which is a voluntary program based on best practice.

The center participates in CACFP.

There is a secure entrance into the building.

Daily playground checks are being conducted.

Management seems organized.

Monthly all staff meetings are held. Two times a year, all Kindercare programs are closed for a company-wide meeting and for staff to get professional development training hours.

All Kindercare programs utilize the same handbooks, have similar policies, and can share staff if needed.

Management stated they felt they currently had a really good staff who work well with each other.

3. Identify the aspects that fall below the standard

109.9(1)a: All files contain: Copy of a department criminal history record check form or any other permission form approved by Department of Public Safety for conducting an Iowa or national criminal history record check. Copy of a request for child abuse information form, when applicable. Copies of results of Iowa record checks conducted through the SING for review by the department upon request. Copies of national criminal history check results. Any department issued

documents sent to the center related to a record check, regardless of findings.
One SING check wasn't all the way completed. The director stated she would take care of this issue after the inspection concluded.

109.11(3)a: Center shall ensure that: Facility and premises are sanitary, safe, and hazard free. Sufficient lighting shall be provided. Sufficient ventilation. Sufficient heating. Sufficient cooling. Equipment placed in the program area is maintained so as not to result in injury to the children.
1. There was one dangling cord observed in the T-K classroom that needed to be more securely fastened to the wall.
2. There are some nails coming out of the field turf that need to be addressed.

109.12(1): Program structure that uses developmentally appropriate practices and written program of activities planned to the developmental needs of children served. Program complements but does not duplicate school curriculum. Schedule of program is posted in a place visible to parents.
1. The school-age classroom's daily schedule was missing.
2. In a couple of classrooms, the PM snack time wasn't documented on the daily schedule.

4. Any corrective action plans, provisional license, and safety plans-steps to get into compliance

The below standards should be corrected shortly after the center receives this report. The playground issue may take a little bit longer to resolve as the field turf dipping issue may also need to be addressed at the same time.

5. Special Notes/Recommendations

Radon testing was conducted 4/25/25 - 4/28/25 in all classrooms. All classrooms came back with radon levels below the 4.0 cutoff. Because levels were below 4.0, the center can move to testing for radon at least every five years now. So long as radon levels remain below 4.0, they can remain on a five year plan. If at the next testing, levels in any classroom come back 4.0 or higher, the center will have to have a mitigation plan, retest, and at least temporarily move back to testing every two years.

The annual boiler/HVAC on file was from 10/16/25. The center stated this was inspected again on 9/3/26, but they are still waiting on the inspection invoice.

This consultant's most current posting should be posted.

A Mandatory Reporter posting with the reporting number was emailed to the center after the inspection concluded. There is a more current version of this posting on the CCR&R website as well.

Hand washing signs should be posted by the T-K classroom sinks.

The CACFP smart phone app was shared at the inspection.

The playground field turf situation is going to have to be monitored closely and repaired if the dips in the field turf worsens.

Date: 10/05/2026

HHS Licensing Consultant: Nate Knepper

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Non-compliance with any of the mandated regulatory requirements listed above may lead to the cancellation or revocation of your Child Care License. Please take steps necessary to completely address each of the violations noted above.

Child Care Resource and Referral is an excellent resource for providers to access training options and support in your area. You can reach Child Care Resource and Referral at **https://iowaccrr.org**.