Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: KinderCare Learning Center - Ankeny **Enrollment:** 140 **License ID:** 50489

Street: 3055 N Ankeny Blvd **City:** Ankeny **IA** **Zip Code:** 50021 **County:** Polk

Mailing Address: 3055 N Ankeny BlvdLegal Name: REE Midwest Inc.

Mailing City: Ankeny **IA** **Zip Code:** 50021

Director's Name: Faith Contreas **Center Phone Number:** 515-964-0688

On-Site Supervisors: **E-Mail Address:** ankeny@kindercare.com

Date of Complaint: 10-21-2022 **Date of Visit:** 11-02-2022

[ ] 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 this daycare has some classrooms out of ratio at times. There is a staff who is under 18 that is alone with younger children.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

109.10(16)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.8(1)e Staff persons under age 18 who are not under supervision of adult shall only provide care to school aged children

Inspection Findings:

This worker went to the center for an unannounced visit. This worker met with Faith, the director, and explained the purpose of the visit. Faith said staffing has been an issue but the center has been hiring more staff and they also moved up some staffs' start time a few weeks ago as drop off times has been an issue. She hasn't been told by any staff their rooms are out of ratio. She sent me an email a few months ago about one day they were out of ratio- and what her plans were. When they know they are going to have issues with meeting ratio, they ask families to stay home, move kids around and one day they asked families to pick their children up at 3:00.

This worker went into all the classrooms and talked to the staff working. All classrooms were in ratio today. Some staff gave specific times when they have not been in ratio. The times provided were at opening when all the classrooms are not open. One staff reported having up to twenty two children by herself, ages preschool and prekindergarten children. She stated opening time has gotten better since some staff start times have been moved up. One staff reported having up to twenty children by herself at opening. Another staff reported having twenty six children by herself some mornings. A seventeen year old stated she is the only staff with the preschool class at times. She is also on the playground with combined ages by herself.

This worker met with Faith and went over the information staff had provided. Faith said she thought rules had changed for sixteen and seventeen year old staff. This worker went over ratio changes. Faith said another director told her this so that is why she allowed this staff to be alone and she will change this practice. This worker encouraged Faith to keep ratio rules and to review them. Faith said she wasn't aware of the other reported concerns of issue. Faith said she knew there were issues in the morning, which is why she moved up some staffs' start times. She will continue to monitor ratio in classrooms and make adjustments when needed.

There was a report of a three year old child being left of the playground last week. Faith said she forgot to inform this worker. She did let Anna Patterson know, who did tell her to contact this worker. She said it was a very short time period that the child was on the playground. The other children and staff still on coats on and were washing their hands when the child was brought inside. They let the parents know about the incident. She reviewed protocol with the staff involved.

Special Notes and Action Required:

09.8(1)e
Staff persons under age 18 who are not under supervision of adult shall only provide care to school aged children.
A seventeen year old staff was left alone while supervising children in the preschool classrooms and combined ages.
VIOLATION

109.8(2)
Ratio maintained in center as required by age.
The center has had several incidents of being out of ratio.
VIOLATION

109.10(16)a
The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.
A three year old child was left on the playground.
VIOLATION

This worker reiterated the importance of following ratio requirements. The center should be in compliance with ratio at all times. Management should monitor ratio in the classrooms and make any necessary adjustments to ensure ratio compliance.

Consultant's Signature:

Melinda Larson, Child Care Licensing Consultant

Date:

11-15-2022