Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Koalaty Time Encore **Enrollment:** 256 **License ID:** 25466

Street: 2500 NW 128th St **City:** Urbandale **IA** **Zip Code:** 50323 **County:** Polk

Mailing Address: 2500 NW 128th Street

Mailing City: Urbandale **IA** **Zip Code:** 50323

Director's Name: Jan Castagnoli **Center Phone Number:** 515-278-5220

On-Site Supervisors: Cortney H, Katelyn C, Alyxis B **E-Mail Address:** jan@koalatytime.com

Date of Complaint: 04-01-2024 **Date of Visit:** 04-01-2024

[ ] 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:

It was reported that the two year old pod classrooms were out of ratio this morning.

Licensing Rules Relevant to the Complaint:

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

Inspection Findings:

This call came into the hotline at 9:14am. This consultant was assigned this complaint at 10:17am. This consultant made an unannounced visit to the center at 11:10am and explained the concerns to the owner/director, Jan. Jan was on the phone in her office with parents as well as communicating with parents on the center online application, HiMama, in regards to parents picking up their children. Jan stated one staff member was a No Show this morning. Two other staff members had to leave because their own children were ill. Jan was also calling in other staff to inquire if they could work.

This consultant observed the four pods for two year old children. Two pods were in ratio and two pods were out of ratio.

Because ratios weren't being followed, the center is FOUND TO BE IN NON-C0MPLIANCE WITH 109.8(2) AS IT PERTAINS TO RATIOS. HOWEVER, PRIOR TO THIS CONSULTANT ARRIVING, AGAIN, JAN WAS ON THE HIMAMA APPLICATION AND WELL AS THE PHONE INFORMING PARENTS THEY NEEDED TO COME AND PICK UP THEIR CHILDREN EARLY TODAY.

Special Notes and Action Required:

The center continues to have more sickness going around. As a reminder, parents should keep their sick children home. Frequent hand washing should be practiced. The center may want to consider increasing how often (more than a minimum of one time a day they are required) to clean, sanitize, and disinfect equipment.

If classrooms are out of ratio, classroom staff should immediately call the front desk to inform management so that children can possibly be moved around and/or office staff can cover in classrooms. If rooms can't be staffed, children will have to be sent home.

If you are the Child Care Center Director and you feel something is unclear or unjustly cited, please contact your consultant at 515-362-7832 or email nkneppe@dhs.state.ia.us so that we may discuss the issue. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report.
*Note: If you are a member of the general public, there may be additional information contained in the public file. You may contact the HHS Licensing Consultant to inquire.

Consultant's Signature:

Nathan Knepper

Date:

04-01-2024