



I observed food on the floor under the tables in three rooms. I did not observe bugs around the tables or food. However, this is unsanitary and staff members should be sweeping the floors following food activities. Snack is eaten at 9:30 am and the food was still on the floor at 11:00 am.

I spoke with Ms. Heuer about the concerns. She reports she recently had two staff members quit expectantly. I asked Ms. Heuer if she had checked with the other three A to Z centers in the area to see if they could provide additional staff to help until she could hire more staff. Ms. Heuer states the other centers were full and could not help. I informed her that if she did not have the staff members to care for the children she would need to send children home. Ms. Heuer states she had a staff member coming in at 11:30 am and one coming in at 12:00 pm. I told her the center was not able to remain out of ratio until 12:00 pm. Ms. Heuer called another center and an additional staff member arrived to help and the 11:30 am staff member arrived.

I informed Ms. Heuer that two-year-old children could not be in the same room as children under the age of 18 months old. I also informed Ms. Heuer that staff members cannot leave an area for even a short period of time if it leaves a room out of ratio. I informed her that the playground area was out of ratio while one staff member remained inside to help get kids to another room.

On 05/27/14 I made a phone contact to Chris York, the executive director for A to Z Learning Center & Day Care. I informed her of the reported allegations. She was aware because Ms. Heuer had called her to ask for the additional staff member. Ms. York states that Ms. Heuer should have called for assistance immediately and that she did not call to see if a staff member could be sent over until after I visited the center. Ms. York was upset that the rooms were out of ratio and states with four centers in the area they can always provide additional staff if necessary.

On 06/02/14 I made an unannounced visit to A to Z Learning Center & Day Care on W. 4th Street in Waterloo. Ms. Heuer informed me she had hired two additional staff members and they have remained in ratio since my last visit. I walked through the center and all of the rooms were in ratio.

On 06/17/14 I made an unannounced visit to A to Z Learning Center & Day Care on W. 4th Street in Waterloo. I walked through all of the rooms and all rooms were in ratio. I spoke with each of the teachers and they reported that rooms have remained in ratio since my initial visit. Two-year-old children are no longer placed with children under 18 months old. The area under the tables was clean.

**Special Notes and Action Required:**

109.8(2)-Ratio maintained in center as required by age. VIOLATED. I made an unannounced visit to the center and I observed two rooms out of ratio. They were also out of ratio on the playground area for a short period of time. I was informed by some staff members that this was not the first time this has occurred.

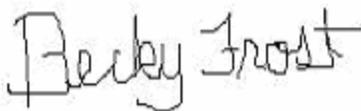
109.11(2). A safe and properly equipped area is provided for infants that does not allow for intrusion by children two-year-old and older. VIOLATED. I observed two two-year-old children in the Alligator room. For licensing standards infants are children ages birth until they turn two-years-old. Once a child is 18-months-old they may be placed with older children IF they are developmentally ready. A two-year-old child can never be placed in a room with children under the age of 18-months-old.

109.11(3)a(1). Center and premises are sanitary, safe and hazard free. VIOLATED. I observed raisins and pretzels on the floors under the tables in three of the rooms. This was long after snack had finished. Staff members should be sweeping the floors after snack so that rooms remain sanitary and clean. This is especially true in the rooms for the younger children so that they do not pick food up off the floor and put it in their mouths.

My expectation is that licensing standards are maintained at all times. It is also my expectation that the on-site supervisor know licensing standards so that she can enforce them. Staff members must also know licensing standards and be aware that they must maintain ratios at all times. Staff members cannot leave a room for any reason or for any amount of time.

At this time, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

**Consultant's Signature:**



**Date:**

06/20/2014