

2-year-old classroom.

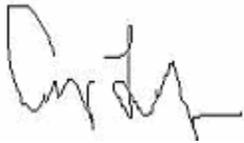
Ms. Kitzmiller reported she and the owner are aware of the complaint as it was brought to their attention prior to today's complaint visit. Ms. Kitzmiller stated the staff subject to this complaint is "reliable and does everything asked..." Ms. Kitzmiller talked about how the staff subject to this complaint report is always there to work, on time to work, brings her own personal child friendly supplies into the classroom for use (CDs and new books from the library), rotates doing lesson plans, and greets families upon arrival. Ms. Kitzmiller talked about how this staff has worked at the center for over 6 years and never been the subject of any formal complaints. Ms. Kitzmiller and Mr. McNeal (on 1/7/14) denied seeing any of the concerns about this staff that have been brought to management's attention. Ms. Kitzmiller also discussed how there has been some recent staff conflict which she believes may have prompted this complaint. Ms. Kitzmiller talked about how she has been addressing this through memos and encouraging team spirit.

Special Notes and Action Required:

Based upon the above, no further response is requested.

If you feel something is unclear or unjustly cited, please contact me (phone 319-892-6827; email alyons@dhs.state.ia.us <<mailto:alyons@dhs.state.ia.us>>) so that we may discuss the issue. If necessary, I can make a notation in your record. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report. If I have failed to provide for you any information discussed during my visit, please contact me and I will forward the information to you. Thank you.

Consultant's Signature:



Date:

01/15/2014