

**Child Care Complaint**

Name of Provider Jamie Anderson and Lauran Anderson	County Des Moines	
Care Address 1320 N 9th ST	City Burlington	Zip Code 52601
Mailing Address 1320 N 9th ST	Mailing City Burlington	Mailing Zip Code 52601
Phone 319-752-8188	Email	

Date of Complaint:	02/20/2018	Date of Visit:	02/21/2018
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Type of Visit		
<input type="checkbox"/> Scheduled	<input checked="" type="checkbox"/> Unannounced	<input type="checkbox"/> N/A

Compliance Regulation		
<input checked="" type="checkbox"/> Non-Compliance with Regulations Found	<input type="checkbox"/> Compliance with Regulations Found	<input type="checkbox"/> Scheduled

Recommendation for Registration:	
<input type="checkbox"/> No Changes to registration status recommended	
<input checked="" type="checkbox"/> Revocation of Registration	
<input type="checkbox"/> Cancellation of Child Care Assistance Provider Agreement	

Category of Care:	
<input type="checkbox"/> Category A	
<input type="checkbox"/> Category B	
<input type="checkbox"/> Category C (with no co-provider)	
<input checked="" type="checkbox"/> Category C (with co-provider)	
<input type="checkbox"/> Non-registered Child Care Home with CCA Provider Agreement	

Complaint Details:	
Did this complaint result in a serious injury?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Did this complaint result in a death to a child?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary of Complaint:
On 2/20/18 the informant reports they observed 11 non school-aged children present with only one provider in the home. The provider was operating over capacity by three children.

Rule Basis and Findings of Complaint(s):

110.15(1) SPECIFIC REQUIREMENTS FOR CHILD DEVELOPMENT HOME CATEGORY "C"

- a When both providers are present, not more than 12 preschool children are present at any one time, including infants.
- b When both approved providers are present, not more than 4 children 18 months of age or younger are present and no more than 4 of the 12 children are 24 months of age or younger.
- c When both approved providers are present, not more than two additional school-age children are present for less than two hours at any one time.
- d When both approved providers are present, not more than two additional children who are receiving care on a part-time basis are present. Part-time hours are limited to less than 180 hours per month.
- e When there are two approved providers, not more than 16 children are present when the emergency school closing exception is in effect. When there are two approved providers, if more than 8 children are present at any one time due to an emergency school closing exception, the provider shall be assisted by a DHS-approved assistant who is at least 18 years of age.
- f If only one approved provider is present, not more than eight children are present. If only one approved provider is present, not more than 4 of the 8 children may be 24 months of age or younger and of these 4 children, no more than 3 are 18 months of age or younger.

2/20/18 This worker reviewed the provider's file with respect to past daycare complaints made to the home concerning over capacity issues with daycare children being served. The following were noted:

3-31-14

A daycare complaint was substantiated for the provider being overcapacity in the number of children that they could serve at any given time. The provider entered into a safety plan with the department that they would only serve the amount of children that they could legally have present for their childcare operation at any given time.

10-20-15

A daycare complaint was substantiated for the provider being overcapacity in the number of children that they could serve at any given time. The provider entered into a safety plan with the department that they would only serve the amount of children that they could legally have present for their childcare operation at any given time.

12-15-15

The provider was found to be over capacity in the number of children served during a follow up visit to the home.

10-26-16

A daycare complaint was substantiated for the provider being overcapacity in the number of children that they could serve at any given time. The provider entered into a safety plan (11/14/16) with the department that they would only serve the amount of children that they could legally have present for their childcare operation at any given time.

2/21/18 Chad Reckling, SW II and Jodi Norton, Childcare Resource and Referral went to the childcare home of Jamie and Luran Anderson. There were 8 daycare children present when we arrived. This worker stated we were there to respond to a daycare complaint the department had received. Jamie acknowledged this and was not surprised at this worker's presence in the home. A full compliance visit of the home was initiated. Non-compliance items were noted. Please refer to completed checklist and letter in the file for further information. When confronted with the daycare complaint, Jamie did not deny it had occurred. This worker indicated to Jamie given her history of non-compliance with this issue and the fact the department had entered into safety plans with her about this, the department would be recommending revocation of her Childcare Registration Certificate. This worker explained the process for appeal of this decision and encouraged the provider to appeal should she want to. This worker stated they needed to enforce the rules consistently with all providers. Jamie understood this, but expressed her frustration about this situation and how other providers have exhibited worse behavior with their daycare children. This worker re-iterated if the department is made aware of potential rule violations a daycare complaint should be made which will result in the department initiating an investigation into those concerns. Jodi indicated to the provider they would assist them with getting some items of non-compliance noted during today's visit addressed and would come back for another visit next week. This worker encouraged the provider to contact the department should they have any questions about the appeal process or the notice of decision they will receive next week.

Resolution and Action Required:

Based on the history of repeated non-compliance with this provider regarding the same issue of being over capacity in the number of children that they can serve at any given time the Department of Human Services will be initiating revocation of this provider's certificate of registration. The provider has shown they cannot be trusted to follow past safety plans with the department regarding this safety concern for the operation of their childcare operation.

Consultant's Signature:	Chad Reckling	Date of Visit:	02/28/2018
Supervisor Signature:	Machelle Pezley	Date of Visit:	03/09/2018