

**Child Care Complaint**

<b>Name of Provider</b> Terri Endress	<b>County</b> Des Moines	
<b>Care Address</b> 1104 S 10th ST	<b>City</b> Burlington	<b>Zip Code</b> 52601
<b>Mailing Address</b> 1621 S Central AVE	<b>Mailing City</b> Burlington	<b>Mailing Zip Code</b> 52601
<b>Phone</b> 319-671-3280	<b>Email</b>	

<b>Date of Complaint:</b>	08/08/2018	<b>Date of Visit:</b>	08/17/2018
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**Type of Visit**

<input type="checkbox"/> Scheduled	<input checked="" type="checkbox"/> Unannounced	<input type="checkbox"/> N/A
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**Compliance Regulation**

<input checked="" type="checkbox"/> Non-Compliance with Regulations Found	<input type="checkbox"/> Compliance with Regulations Found
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**Recommendation for Registration:**

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

**Category of Care:**

<input type="checkbox"/> Category A
<input checked="" type="checkbox"/> Category B
<input type="checkbox"/> Category C (with no co-provider)
<input 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:**

It is reported that Terri works at least 2 days a week at Hope Haven for approximately 8 hours each. Terri has her approved substitutes watching her daycare children during this time. This would place Terri at approximately 64 hours a month for substitute care which is over the maximum amount of 25 hours per month total for substitute care.

**Rule Basis and Findings of Complaint(s):**

110.7(2) Substitutes. The provider shall assume responsibility for providing adequate and appropriate supervision at all times when children are in attendance. Any designated substitute shall have the same responsibility for providing adequate and appropriate supervision. Ultimate responsibility for supervision shall be with the provider.  
a All standards regarding supervision and care of children apply to substitutes.

b Except in emergency situations, the provider must inform parents in advance of the planned use of a substitute.

c The substitute must be 18 years of age or older.

d Use of a substitute is limited to:

- No more than 25 hours per month.
- An additional period of up to two weeks in a 12-month period.

These limitations do not apply when the provider is engaged in jury duty or official duties related to the provider's membership on a state board, committee, or policy-related body.

e The provider maintains a written record of the number of hours substitute care is provided, including the date and the name of the substitute.

8/17/18 Jodi Norton, Child Care Resource & Referral and this worker conducted a visit to the home on this date. This worker noted Chynna was outside in a motor vehicle with an unidentified male standing outside of the vehicle and that an unidentified female was present in front of the childcare house when this worker arrived to the childcare home. This unidentified female then went back inside of the house. Ms. Norton reported she was present in front of the house for approximately five minutes while waiting for this worker and noted this same unidentified female outside of the house and Chynna next to the motor vehicle with an unidentified male. This worker proceeded inside of the childcare home after knocking on the door without any response and hearing children on the other side. There were 10 daycare children present in the home with a majority of them sleeping in either the living room or adjacent bedroom. Tara (the unidentified female outside) and a unidentified teenage girl were inside with the daycare children (this was later determined to be Tara's daughter). Terri was not present in the home. Chynna (Terri's approved substitute/assistant) came back inside the home after we had initiated the visit. It was later ascertained when Ms. Norton observed Tara outside of the house for approximately five minutes prior to the visit and that Tara's daughter was the only means of supervision for the daycare children at that time prior to Tara going back inside of the house when this worker arrived on scene. Chynna stated her mother (Terri) ran to her house to get changed when this worker asked where she was at. Terri showed back up to the childcare house a few minutes later stating she had to secure a rental car and get estimates for her personal vehicle that had been vandalized.

This worker proceeded to ask Terri who Tara and her daughter were that were present in the home when daycare children were present. Terri indicated these two individuals were there to clean her childcare home and were in the process of being background checked. This worker reminded Terri she knew any individuals needed to be approved by the Central Registration Unit prior to being allowed to be involved with her childcare operation or being present when daycare children were there for an extended period of time. This worker stated Terri needed to obtain the approval letter for these individuals prior to them acting in this capacity. Tara and her daughter left the childcare home after approximately 15-20 minutes into the visit. Joy Conn showed up to the childcare home while this worker was present and proceeded to help with Terri's childcare operation. Terri stated she does not have her approval letter from the Central Childcare Registration Unit yet; however she was given verbal approval by one of the central units employees she could be involved. Joy Conn and Jade Hierstein are the two individuals who Terri stated were given verbal approval to help with her childcare operation. This worker stated they would contact the CCAU and verify this information with them and online.

This worker confronted Terri on the allegations before the department. Terri indicated she works one day a week at Hope Haven from 3:00-11:00 pm on sundays and will sometimes go in for other individuals on wednesdays for 4 hours.

This worker indicated they needed Terri to provide the Department with a verified work schedule for her for the past month so they could determine how many hours she in fact worked there and subsequently how many substitute hours she was using while working at her other place of employment. Terri indicated to this worker she is never over for her substitute hours utilized. This worker had Terri show her substitute log hours from the beginning of the year until today. Terri was missing the log for July and stated to this worker she was not sure where it was. Terri admitted to this worker she also "probably forgot to log" some hours and she had to re-construct this log from scratch because her log for the year was gone and had to go off of her work schedule hours. Terri stated she would have her supervisor from Hope Haven supply her with her work schedule from the past month.

8/18/18 This worker reviewed the KinderTrack system and verified the above named individuals Terri stated received approval for being involved with her childcare operation as either an assistant or substitute.

8/20/18 This worker went over to the childcare home and had Terri sign a voluntary safety plan with the Department which states:

Terri will insure any person(s) present (anyone 14 years of age or older) in her childcare home for longer than 20 minutes or assisting her in her childcare operation shall be appropriately background checked and appropriate approval letters obtained for being an assistant/substitute for her childcare operation. This shall take effect immediately and will last for as long as Terri provides childcare in her home. Terri will develop a consistent tracking mechanism to record when she utilizes substitute care for her childcare operation.

Terri provided this worker with a print out of her work schedule from Hope Haven for the last month with a cover letter from her supervisor.

8/21/18 This worker reviewed the print out of Terri's work schedule that was given to the Department. From 8-4-18 to 8-18-18 Terri worked approximately 41 hours which would have meant substitute care would have been provided for her childcare home at that time. Terri would have been over her allotted substitute care hours by 16 hours for the month of August and the month has not been completed yet.

8/23/18 This worker received an email from Terri which outlined her plan to insure she will never be over her substitute care hours again. Terri stated she has informed her childcare families she will not be open on Sundays anymore when she is at work at her other job and she will have a clipboard next to her main exit door where she will sign herself in and out of her daycare in order to log when she is not present and substitute care is being provided.

**Resolution and Action Required:**

Terri will follow the safety plan dated 8-20-18 with the Department in order to insure that she does not go over her monthly substitute care hours.

Terri will consistently utilize her sign-in/sign-out clipboard for herself to show when substitute care hours were utilized.

Terri will insure that any person(s) present (anyone 14 years of age or older) in her childcare home for longer than 20 minutes or assisting her in her childcare operation shall be appropriately background checked and appropriate approval letters obtained for being an assistant/substitute for her childcare operation.

The Department may conduct random, unannounced safety visits to the home in order to insure that the safety plan is being followed.

<b>Consultant's Signature:</b>	Chad Reckling	<b>Date of Visit:</b>	08/20/2018
<b>Supervisor Signature:</b>	Machelle Pezley	<b>Date of Visit:</b>	09/05/2018