



Iowa Department of Health And Human Services

CHILD CARE COMPLIANT

Name of Provider Diane Wagner		County Mitchell	
Care Address 421 N 11th ST		City Osage	Zip Code 50461
Mailing Address 421 N 11th ST		Mailing City Osage	Mailing Zip Code 50461
Phone 641-832-9126		Email	

Date of Complaint:	10/31/2024	Date of Visit:	11/04/2024
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Type of Visit			
☒ Scheduled	☐ Unannounced	☐ N/A	

Compliance Regulation	
☒ Non-Compliance with Regulations Found	☐ Compliance with Regulations Found

Recommendation for Registration:	
☐ No Changes to registration status recommended	
☐ Revocation of Registration	
☐ Cancellation of Child Care Assistance Provider Agreement	

Category of Care:	
☐ Category A	
☒ Category B	
☐ Category C (with no co-provider)	
☐ Category C (with co-provider)	
☐ Non-registered Child Care Home with CCA Provider Agreement	

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Complaint Details:

Did this complaint result in a serious injury? ☒ Yes ☐ No

Serious Injuries include:

- Disabling mental illness.
- Bodily injury which creates a substantial risk of death, causes serious permanent disfigurement, or causes protracted loss or impairment of the function of any bodily member or organ.
- Any injury to a child that requires surgical repair and necessitates the administration of general anesthesia.
- Includes but is not limited to skull fractures, rib fractures, metaphyseal fractures of the long bones of children under the age of 4 years.

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

The Department received a report of a child who suffered a serious injury while in the care of Diane Wagner.

Rule Basis and Findings of Complaint(s):

Rules:

110.7(1)b "Frequently exchanges information with the parent of each child to enhance the quality of care."
110.7(1)c "Gives consistent and dependable care."

Findings:

I met with provider Diane Wagner and another HHS worker familiar with the complaint on 11/4/2024 with a scheduled visit.

- The provider described an incident from 10/30/2024 when she was caring for a young child under the age of two. She and the four children in her care were playing at a local playground. The child in question was sitting on a platform measured at 51 inches high. The provider turned to grab her water bottle, and the child fell from the platform, landing on his feet and then plopped onto his bottom.

- The provider describes checking over the child, who showed no outward signs of significant pain as she checked his body. She admitted the child was crying, but thought this was more from the startle of the fall. The child is not yet walking, so the provider reports not noticing any significant changes in mobility. The child sat in his highchair, ate lunch, and then took a regular nap.

- The provider said the child woke up between 2:30 PM and 3:00 PM. She did notice at that time that the child was not putting any weight on his leg, trying to pull up, or crawl. She knew the parent was due to pick up within about 45 minutes, so decided to address it in person with the parent. The provider's initial report to the parent at pick-up time was both incomplete and not entirely accurate. The provider admitted she had not dealt with an injury or incident similar to this in her history of providing care and she admitted being unprepared for the initial report to the parent. The provider did call the parents later that evening with a more complete and honest report of what happened.

- The provider did submit a timely Serious Injury Report to the State as mandated.

- HHS workers reviewed the judgement of placing a child so young on a platform so high, when not entirely enclosed. HHS workers reviewed the importance of timely and honest reporting with parents. During the conversation, the provider accepted responsibility for her errors in judgment and reporting. She did not try to make excuses, and acknowledged her feeling of being unprepared for the suddenness of the accident. The provider expressed willingness to work with Child Care Resource and Referral in creating written plans and materials to give her a better preparedness for accidents or emergencies.



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Resolution and Action Required:

A child did suffer a serious injury while in the care of Diane Wagner. Though Diane did perform an immediate assessment on the child, and did monitor the child throughout the day, her immediate report to the parents was lacking best practice timing and/or a full and honest account. Stepping away from the child on a high platform, even for 5 seconds, showed a temporary lapse in dependable care resulting in the injury.

Diane will need to work with Child Care Resource and Referral to develop better plans in responding to an injury, accident, or emergency. I will follow-up with the Child Care Resource and Referral staff to be sure this has been completed.

Consultant's Signature:	Earl Crow	Date of Visit:	11/04/2024
Supervisor Signature:	Sheila Aunspach	Date of Visit:	12/10/2024