Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Richland Area Child Care Organization **Enrollment:** 35 **License ID:** 52647

Street: 101 South Walnut St **City:** Richland **IA** **Zip Code:** 52585 **County:** Keokuk

Mailing Address: PO Box 35

Mailing City: Richland **IA** **Zip Code:** 52585

Director's Name: Miranda VanAntwerp **Center Phone Number:** 319-456-5660

On-Site Supervisors: **E-Mail Address:** iowajeffersonkeokukeci@gmail.com

Date of Complaint: 03-31-2026 **Date of Visit:** 03-31-2026

[ ] Scheduled **[ ]** Unannounced **[X]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[ ] PROVISIONAL license from **to**

[ ] SUSPENSION of License

[ ] REVOCATION of License

Complaint Details:

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

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

Summary of Complaint:

A child kicked another child while at the center. The child who was kicked mother works at the center (A.N). She provided confidential information to father of the child, regarding the incident that happened. He then came to the center and threatened the Director.

Licensing Rules Relevant to the Complaint:

237A.7 Information regarding a child in a child care center or their relative is confidential. If this information is released by visual, verbal or written means, written consent from the parent or guardian is in the file or a court order allowing the release of the information.

109.6(3)c Volunteer must undergo record check process if:It is included in meeting the required child/staff ratio.Has direct responsibility for a child or children.Has access to child or children when no other staff is present.

109.7(1) All staff (within first three months of employment):Iowa's training for the mandatory reporting of child abuse.At least one hour of training regarding universal precautions.Certification in First Aid infant, child, and adult cardiopulmonary resuscitation (CPR) or equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained.Certification in infant, child, and adult first aid that uses a nationally recognized curriculum or is received from a nationally recognized training organization including the American Red Cross, American Heart Association, American Safety and Health Institute, or MEDIC First Aid or an equivalent certification approved by the Department. A valid certificate indicating the date of training and expiration date shall be maintained.Minimum health and safety trainings, (Essentials) approved by the Department. If significant changes occur to content, the Department may require the training be renewed.

109.10(8) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes:Minor injuries.Minor changes in health status.Minor behavioral concerns.Incidents resulting in injury to a child.Shall be verbally notified immediately when there is:A serious injury to a child.An incident resulting in a significant change in health status.An incident includes the child being involved in inappropriate, sexually acting out behavior.A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident and retained in child file. Serious injuries and deaths must be reported to the Department within 24 hours.

Inspection Findings:

The determination of this report was based on a review of training records, center policies, incident reports and background checks, statements from staff, the Director and board. A parent of one of the children also contacted HHS expressing concerns. HHS was initially contacted about this incident at 6:35 a.m. on 3/31/26 by a board member. HHS indicated this should be phoned in as a childcare complaint.

The director of the childcare center self-reported. She indicated she quit as of 6:30 this morning. She stated this was due to an incident that happened last Tuesday and Thursday. The Director stated a child kicked another child while at the center. The child who was kicked mother works at the center (A.N.) The reporter states that last Tuesday, a staff member (A.N.) provided the child's name and gave her paramour the code to get inside the building. The paramour was angry because A.N told him that the reporter did nothing about the incident between another child and their child. Her paramour showed up at the center and threatened the reporter and the child. She stated she was told by the board of directors that they advised her to not make a report. They also advised her not to tell the other child's parents that a threat had been made against him.

A parent of one of the children contacted HHS via email regarding her concerns regarding staff training and incident reporting and the lack of reaction from the board.

The board denied discouraging the Director from reporting this incident.

1. 109.10(8) Recording incidents: Parents shall be notified on the day of the incident involving a child that includes:
Minor injuries.
Minor changes in health status.
Minor behavioral concerns.
Incidents resulting in injury to a child.
Shall be verbally notified immediately when there is:

A serious injury to a child.
An incident resulting in a significant change in health status.
An incident includes the child being involved in inappropriate, sexually acting out behavior.
A WRITTEN report, fully documenting every incident, shall be provided to the parent or authorized person. This should be completed by staff that witnessed the incident.

Staff report they have never sent incident reports home for hitting, kicking, etc... The Director and staff indicated incident were sent home when injuries occurred and they were not aware that incident reports were to be filled out for other reason. This is a pattern of disregard. VIOLATION

2. 109.6(3)c Volunteer must undergo record check process if:

It is included in meeting the required child/staff ratio.
Has direct responsibility for a child or children.
Has access to child or children when no other staff is present. Due to ratio concerns and the search for a director, board members have stepped in to cover restroom breaks. All volunteers must have both IOWA SING checks and fingerprint results in their files prior to stepping in to supervise children either as a volunteer or regular staff member or substitute. VIOLATION

3. 237A.7 Information regarding a child in a childcare center or their relative is confidential. If this information is released by visual, verbal or written means, written consent from the parent or guardian is in the file or a court order allowing the release of the information. A staff breeched child confidentiality when she told her partner about an incident that happened between 2 children in childcare. She also noted the child's name in Playground, a center/ parent communication application. VIOLATION

Special Notes and Action Required:

The center is currently searching for a new Director. an interim Director has been appointed. The Board and new Director should utilize CCR&R and CCNC for issues with ensuring ratio and staff training are meeting requirements. The Director (past and present) is responsible for the overall functioning of the childcare center.

The board stated, "We have engaged Teresa Sammons Ross to come and help us bring the center documentation into full compliance and provide the staff with some additional guidance." They agreed to follow up with CCR&R and CCNC's for other program guidance.

Addendums:

- Addendum1: HHS made an unannounced visit to the program on 4/16/26. An additional visit and complete file review were conducted in attempts to assist the Board as they are searching for a qualified Director. A review of staff files indicated 3 staff needed SING checks and 1 needed fingerprints. One staff had several hits on their background check but no record check evaluation had been sent to HHS. One child had no paperwork and or immunization certificate. The board indicated they would correct these deficiencies immediately.

This Addendum is approved by supervisor on 5/11/2026 2:19:47 PM

Consultant's Signature:

Jill Seibert

Date:

04-14-2026