IOWA HHS **Iowa Department of Health And Human Services**

CHILD CARE COMPLIANT

Name of Provider Dukan Diew	**County** Polk	
Care Address 1335 McCormick ST	**City** Des Moines	**Zip Code** 50316
Mailing Address 1335 McCormick ST	**Mailing City** Des Moines	**Mailing Zip Code** 50316
Phone 515-865-4539	**Email**	

Date of Complaint:	02/23/2023	**Date of Visit:**	02/08/2023

Type of Visit

[ ] Scheduled [X] Unannounced [ ] N/A

Compliance Regulation

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

Recommendation for Registration:

[X] No Changes to registration status recommended

[ ] Revocation of Registration

[ ] Cancellation of Child Care Assistance Provider Agreement

Category of Care:

[ ] Category A

[X] Category B

[ ] Category C (with no co-provider)

[ ] Category C (with co-provider)

[ ] Non-registered Child Care Home with CCA Provider Agreement

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:

There is a report the provider communicated to a parent she would transport her child and then failed to follow though with the transportation.

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Rule Basis and Findings of Complaint(s):

110.7(1)b “Frequently exchanges information with the parent of each child to enhance the quality of care.”

Findings:
This worker went to the Child Development Home of Dukan Diew unannounced on 2/9/2023 to address a reported complaint and conduct a full compliance visit. Dukan allowed this worker into the home. There were 5 children in care, all preschool children and one 8 month old child. The 8 month old was sleeping in a bouncy chair with a bottle of formula. I redirected the provider to put the baby in one of the available Pack and Plays to practice Safe Sleep. I reviewed the Safe Sleep policies and stressed Safe Sleep needs to be practiced at all times.

This worker viewed the entire home and did not identify any safety concerns. A full compliance check was completed and will be addressed in another report.

I communicated the details of the complaint to Dukan. Dukan responded she knows about the details of the complaint. The parent asked if Dukan could transport the child to and from school. Dukan said she initially agreed to transport the child to help the family out. Dukan then said her car broke down and the available car could not accommodate all the car seats necessary to load all of the children into the car to transport one child. Dukan let the parent know she could not transport and the parent was not happy.

Resolution and Action Required:

This Health and Human Services worker interviewed the provider regarding the complaint concerns. The provider’s explanation of the situation demonstrates to this worker the provider did communicate with the parent regarding her ability to transport safely and effectively. The provider appears to be in compliance with communicating with the parent effectively and frequently. No further action is required at this time.

The provider was out of compliance with Safe Sleep policy when this provider arrived a the Child Development Home. This situation was corrected while the worker was there. This worker reviewed Safe Sleep Policy with the provider. The provider agreed to use Safe Sleep at all times.

The was a full compliance visit conducted also and the results will be addressed in a separate report.

Consultant's Signature:	Jake Aringdale	**Date of Visit:**	02/09/2023
Supervisor Signature:	Sheila Aunspach	**Date of Visit:**	02/10/2023