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

CHILD CARE COMPLIANT

Name of Provider	County	
Celia Chambers	Scott	
Care Address	**City**	**Zip Code**
1216 N Gaines ST	Davenport	52804
Mailing Address	**Mailing City**	**Mailing Zip Code**
1216 N Gaines ST	Davenport	52804
Phone	**Email**	
563-639-8019		

Date of Complaint:	07/05/2023	Date of Visit:	07/10/2023

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:

Provider’s home has roaches. Her children are outside in the heat a lot of the time with her teenage daughter and not the provider. Supervision concerns. Provider doesn't answer the door promptly when she drops off. Billing concerns - saying she's watching kids until 10PM on Fridays and it's only 6PM. Chair next to trampoline outside that kids use to get on trampoline and it isn't sturdy - child fell and hurt himself on chair.

Rule Basis and Findings of Complaint(s):

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Code of Iowa, Chapter 237A
441 Iowa Administrative Code, Chapter 110
441 IAC 110.7(1)a.Provider gives careful supervision at all times. b. Frequently exchanges information with the parent of each child to enhance the quality of care. c. Gives consistent, dependable care. Is capable of handling emergencies. d. Is present at all times, except if emergencies occur or an absence is planned. If absence is planned, care is provided by a HHS-approved substitute.
441 IAC 110.8 Conditions in the home shall be safe, sanitary, and free from hazards.
441 IAC 110.8(2)a. A safe outdoor play area is maintained in good condition throughout the year.
441 IAC 110.9(2)a. Assistants. Documentation from the Department confirming record checks have been completed and authorizing or limiting the person's involvement with child care.
Child Care Assistance Provider Agreement Form 470-3871 (Rev. 06/22)

An unannounced visit was completed on Celia's child development home on 7/10/2023. Celia was home with seven child care children in attendance. Celia's own school age children were also present. Celia stated that she was expecting this worker's visit because she currently has an upset parent. Celia stated that she has a parent who expressed concern that Celia is allowing her own children to play with "orby guns". These are a splatter ball gun that uses gel balls for ammunition. The parent is upset because child care children are not allowed to play with guns (per Celia's handbook and expectations) however she is allowing her own children to play with them while child care kids are in attendance. Parent identified further concerns with Celia to include a chair by the trampoline that injured their child, upset that child had a headache because they were outside almost all day, and an injury that occurred that the parent described as serious in nature. Celia stated that the child actually just scratched his arm while outside playing. Celia reported she didn't see exactly what happened, however, when she asked the child they reported that they were running and the tree branch scratched him. Celia noted that it wasn't even bleeding and therefore Celia did not complete an injury report on this. Regarding the trampoline, Celia stated there is a chair next to the trampoline that the parent's child has regularly brought to the trampoline, even after Celia removed it and set it aside for garbage. This worker observed the chair next to the trampoline today. Informed Celia that she needs to remove the chair and have it disposed of to eliminate this safety hazard. Celia stated she would do that and would only bring the stool out when the trampoline was going to be in use. Celia was not aware of any child falling off the chair or getting hurt.

Discussed with Celia that some of these concerns were reported as well as concerns regarding the supervision of children outside, specifically that Celia is not outside, but rather her teenage daughter is. Celia stated that they are all outside together always. Celia reported that her daughter Amyah is not an approved assistant in her child care setting at this time, however Celia reported that she is working with the CCA Unit on that currently. Discussed that anyone over age 14 that assists in her child development home must be an approved assistant and complete requirements for an assistant. Celia was reminded that assistants are just that - assisting the provider only. Assistants are not allowed to be left alone with children. Celia expressed her understanding of this.

Discussed billing concern with Celia stating that she is billing until 10:00 PM and the child is only in care until 6PM. Celia stated that the parent works two jobs and Celia informed the parent she doesn't want to watch them for 16 hours on that day, therefore she needs to have someone else pick up. Celia reported that she has the child until 6 PM when another person picks the child up for the evening care. Celia admitted that she submitted billing until 10 PM, however, this was done in error. Celia reported that she called the Child Care Unit to discuss this. The CCA worker stated that it wasn't a big deal because it didn't change the number of units. The parent does not understand the "unit" system and questions why Celia would get paid for 5 hours if they were only in attendance for 1 hour. A unit of service is anything up to 5 hours of care. For example, 1 hour of care is one unit, 3.5 hours of care is one unit or 5 hours of care is one unit. The second unit occurs when anything over 5 hours of care is provided.

Finally discussed the concern that Celia's home has roaches. Celia denied having roaches and stated that this parent actually brought roaches from their home into Celia's when they first started. Although it is noted that the home does contain some clutter and items in poor shape, this worker did not observe any roaches on this date. Celia added that 7/3/2023 was this child's last day in Celia's care. This was the day that Celia texted the parent about needing her co-payment of $42 for child care. The parent was not happy about needing to pay the co-payment. Celia suggested that the parent contact the CCA Unit to discuss this further. Celia stated that she has previously worked with this parent on the co-payment and would have again, but the parent became upset and consequently resulted in the child no longer

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attending Celia's child care setting.

Celia provided names and phone numbers of parents for reference for her child care setting. One parent contacted stated they have been utilizing Celia for child care for several years and 'wouldn't send my kids anywhere else'. This parent stated they trust Celia completely and have never had any concerns with the care or supervision she provides to children. Another parent stated that they have used Celia for at least a year and the children like attending her child care. This individual stated they had a previous bad experience with a different child care provider and Celia worked with them and was able to start them in her care promptly. No concerns with anything regarding her supervision of children. Parent stated they have never noted anything unsafe inside or outside of Celia's home. This parent has had a good experience working with Celia.

Findings:

There is not a preponderance of evidence to support the concern that Celia's home has roaches.
There is not a preponderance of evidence to support the concern that Celia is not providing appropriate supervision.
There is a preponderance of evidence to support the concern that Celia submitted billing for hours that she didn't provide care. Celia admitted to this although it is noted that the number of units care was provided was reportedly not affected by this error.
There is a preponderance of evidence to support the concern that Celia had a broken chair next to the trampoline. This was observed by this worker.

Resolution and Action Required:

A full compliance visit was also completed today. Noncompliant items are noted on her compliance letter.

Celia needs to remove and dispose of the chair next to the trampoline immediately.

Consultant's Signature:	Kathy Huinker	**Date of Visit:**	07/12/2023
Supervisor Signature:	Sheila Aunspach	**Date of Visit:**	07/12/2023