

**Child Care Complaint**

<b>Name of Provider</b> Charmaine Young	<b>County</b> Des Moines	
<b>Care Address</b> 628 McKinley AVE	<b>City</b> Burlington	<b>Zip Code</b> 52601
<b>Mailing Address</b> 628 McKinley AVE	<b>Mailing City</b> Burlington	<b>Mailing Zip Code</b> 52601
<b>Phone</b> 319-371-0172	<b>Email</b>	

<b>Date of Complaint:</b>	10/01/2019	<b>Date of Visit:</b>	09/30/2019
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<b>Type of Visit</b>		
<input type="checkbox"/> Scheduled	<input checked="" type="checkbox"/> Unannounced	<input type="checkbox"/> N/A

<b>Compliance Regulation</b>		
<input checked="" type="checkbox"/> Non-Compliance with Regulations Found	<input type="checkbox"/> Compliance with Regulations Found	<input type="checkbox"/> Scheduled

<b>Recommendation for Registration:</b>	
<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

<b>Category of Care:</b>	
<input checked="" type="checkbox"/>	Category A
<input 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

<b>Complaint Details:</b>	
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

<b>Summary of Complaint:</b>
#1 The provider did not have an adequate amount of serving bowls for the children present and it did not appear there was any milk served with the meal or cups to place the milk into. Charmaine is having difficulty understanding what credible foods to serve to her daycare children.
#2 Individual observed one infant sleeping on the couch during the visit and Charmaine has two infants she provides care to, but only one sleep environment that is appropriate.

<b>Rule Basis and Findings of Complaint(s):</b>
110.8(5) Safe sleep.

- a Provider shall follow safe sleep practices as recommended by AAP for infants under one year of age. Infants are placed on back to sleep. Infants are placed on firm mattress with tight fitted sheet that meets CPSC standards. Infants shall not be allowed to sleep on bed, sofa, air mattress, or other soft surface. No toys, soft objects, stuffed animals, pillows, bumper pads, blankets, or loose bedding is allowed in sleeping area. Co-sleeping is not allowed. Sleeping infants will be actively observed by sight and sound. If an alternative sleeping position is needed, a signed physician or physician assistant authorization with state of medical reason is required.
- b No child is allowed to sleep in items not designed for sleeping, including but not limited to, infant seat, car seat, swing, bouncy seat.
- c Crib or crib-like furniture, waterproof mattress covering, and sufficient bedding that meets CPSC or ASTM standards is provided for each child under two years of age. No restraining devices are used.
- d Items used for sleeping are used in compliance with manufacturing standards for age and weight of the child.

110.8(7) Meals and snacks.

- a Regular meals, midmorning snacks and/or mid-afternoon snacks shall be provided and be well-balanced, nourishing, and appropriate amounts as defined by the USDA Child and Adult Care Food Program.
- b Children may bring food to the child care home, but are not required to provide their own food.
- c Clean, sanitary drinking water shall be readily available to children in indoor and outdoor areas, throughout the day.

9/30/19 Chad Reckling, SW II went to the home to speak with Charmaine about the concerns before the Department. There were two daycare children present and her own non-school-aged child.

This worker smelled what appeared to be burnt marijuana in the home when starting today's visit. This worker asked Charmaine about this who indicated she celebrated a friends' birthday over the weekend and admitted to smoking her own personal marijuana in her home. Charmaine indicated her children were not home at the time and her childcare operation was closed over the weekend. This worker reminded Charmaine she cannot use illegal drugs at all and she cannot smoke in her childcare home whether daycare children are present or not.

This worker asked Charmaine about concerns expressed she is not following the food program guidelines. Charmaine stated she serves and prepares healthy foods for breakfast, lunch, supper and snacks for her daycare children. She stated she just struggles with writing down her menu items for food program purposes. This worker asked her what she was going to serve for lunch today. Charmaine stated they would be having honey BBQ chicken, corn and oranges with one percent milk. Charmaine showed this worker her pantry and refrigerator which had canned vegetables, canned fruit and pasta. Her refrigerator had plenty of milk inside of it for serving. This worker observed what Charmaine actually served for lunch for the children which was milk, honey BBQ chicken and a shells and cheese pasta. Charmaine gave the infant that was present during today's visit a bottle of infant formula.

This worker spoke with Charmaine about safe sleep concerns in her home. Charmaine stated the day the individual came to her home she had an infant with her on the couch, when she went to get up to the answer the door and (individual) saw this infant on the couch. Charmaine stated this infant was not sleeping on the couch. This worker observed Charmaine had a Baby Trend Play Yard with bassinet in her play room. This bassinet did not have a tight fitted sheet for its mattress and this worker instructed Charmaine she would need to have one for it and reminded her of Safe Sleep expectations for infants during her full compliance visit this worker conducted at the home today. This worker would note after Charmaine fed the infant present and allowed the infant to fall asleep in her arms, she placed the infant down to sleep in the bassinet of the play yard. Charmaine did not remove the blanket from the infant in doing so however and had the infant covered up loosely with this blanket. This worker showed Charmaine what was wrong and indicted to her if a blanket was going to be utilized to swaddle a child, it needed to be done correctly. Charmaine removed the blanket from the sleep area. The infant had a pacifier in its mouth it was sucking on while laying flat on its back in the bassinet with nothing else remaining in the sleep environment.

This worker conducted a full compliance visit of the childcare home during today's visit. Non-compliance items were noted during today's visit. Please refer to completed checklist and letter in the file for further information.

10/11/19 Chad Reckling, SW II had phone contact with individual who noted the following observations in Charmaine's childcare home on 9/25/19. This individual stated they observed two infants present in the childcare home on that date. One infant was sleeping on the couch and was allowed to continue to sleep on the couch while Charmaine continued cooking for lunch. This individual stated they had to keep other daycare children from playing or touching this sleeping infant. The other infant that was present that day was placed into the Pack-N-Play with a loosely covered blanket and left that way while Charmaine went to prepare the meal. When the meal was prepared, Charmaine had set out 3 bowls for 5 childcare children present and did not serve milk with the meal according to the Adult and Child Care Food Program Guidelines.

Complaint:

#1 There is a preponderance of evidence to show this concern is valid.

#2 There is a preponderance of evidence to show from at least two persons observing Charmaine was not adhering to safe sleep expectations as stated by the Department.

**Resolution and Action Required:**

The Department of Human Services had Charmaine sign a voluntary safety plan on 9/30/19 stating: "Charmaine will not use illegal drugs at all and will not smoke in the childcare home."

Charmaine will adhere to the Adult and Child Care Food Program guidelines as a registered child development home.

Charmaine will provide the adequate number of safe sleep environments needed for how many infants she provides care to and will retake the Safe Sleep module of the Essentials Training Series and show proof of current completion to the department by 11/30/19.

The Department of Human Services will conduct random, unannounced safety visits to the home in order to insure the safety plan is being adhered to.

<b>Consultant's Signature:</b>	Chad Reckling	<b>Date of Visit:</b>	10/08/2019
<b>Supervisor Signature:</b>	Machelle Pezley	<b>Date of Visit:</b>	11/14/2019