



Iowa Department of Health And Human Services

CHILD CARE COMPLIANT

Name of Provider Jennifer Guzman Lopez		County Floyd	
Care Address 506 3rd AVE		City Charles City	Zip Code 50616
Mailing Address 506 3rd AVE		Mailing City Charles City	Mailing Zip Code 50616
Phone 641-781-0256		Email	

Date of Complaint:	07/07/2025	Date of Visit:	08/25/2025
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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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

The Department received a complaint on 7/7/2025 describing provider Jennifer Guzman Lopez using corporal punishment with children, smacking children and pulling ears; regularly conducting care to 15 plus children; and leaving the children in the care of unapproved substitutes.

I attempted a random compliance check on 6/5/2025 and discovered the provider was out of the home for the day attending an appointment with another family member. At the time of my arrival, there were 11 children present under the care of Jennifer's 17 year old son, and a friend of his. I explained that he was under 18, and not a HHS -approved substitute. He called Jennifer, and the two of them were cooperative in calling parents to pick up the children until such a time that Jennifer could be present. I was able to speak with two of the parents picking up children and discovered that they only learned Jennifer was not going to be home upon their drop-off in the morning. Jennifer and I had a lengthy conversation during my second visit on 8/25/2025 regarding requirements for use of substitutes, communication with parents, and the judgement to close on a day when a Department approved substitute is not available. Jennifer signed a safety plan acknowledging these policies.

Jennifer had only 3 children in care during the time of my 8/25/2025 visit, however, she had 11 children at the home on 6/5/2025 and admitted that during many of her summer days, she was caring for more than 8 children without a Department approved assistant. Jennifer's son has turned 18 and she plans to apply to have him added as a substitute/assistant. She also has a 20 year-old son who has moved back into the home that needs to be approved by the Registration Unit. Jennifer plans to add him as a substitute/assistant as well. Jennifer reports only 8 total children in care at this time. We again reviewed her judgement and assumptions to rules that she is responsible to know and understand. I reminded her that any questions regarding numbers of children, household members, or who can assist with care always need to be answered before potentially risking non-compliance in her operation.

I reviewed Jennifer's discipline policies. I have no evidence or observation of any "smacking" or "ear pulling" with the children in care. I have no report of an injury to a child. The language in the complaint report indicates no first-hand observation of this. The 3 children in care on 8/25/2025 appeared happy and free from fear of Jennifer.

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Rule Basis and Findings of Complaint(s):

Rules:

110.7(1)d "If absence is planned, care is provided by a HHS-approved substitute."

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

Findings: Per my own observations, the provider knowingly allowed unapproved substitutes to care for 11 children on 6/5/2025. Per my conversation with 2 of the parents, they were only made aware of this situation at the time of drop-off that same morning. The provider was out of compliance with substitute and communication requirements.

Rule:

110.14(1)e "When more than 8 children are present for more than 2 hours, a HHS-approved assistant at least 14 years old is present."

Findings: Per my observations and acknowledgement from provider, Jennifer was caring for more than 8 children for more than 2 hours on several occasions this past summer with no HHS-approved assistant. The provider has been out of compliance with State requirements.

Rule:

110.8(6)a "Corporal punishment including spanking, shaking, and slapping is not used."

Findings: I have no evidence or observation of non-compliance with regards to disciplinary practices.

Resolution and Action Required:

Two visits were conducted at the provider's operation since 6/5/2025. The provider was determined to be out of compliance with regards to substitute practices and having more than 8 children in care for more than 2 hours with no HHS-approved assistant. A safety plan for substitute policy was signed during the visit on 8/25/2025.

Consultant's Signature:	Earl Crow	Date of Visit:	08/26/2025
Supervisor Signature:	Sheila Aunspach	Date of Visit:	08/26/2025