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

CHILD CARE COMPLIANT

Name of Provider	**County**	
Teresa Hawkins	Polk	
Care Address	**City**	**Zip Code**
8716 NW 54th AVE	Johnston	50131
Mailing Address	**Mailing City**	**Mailing Zip Code**
8716 NW 54th AVE	Johnston	50131
Phone	**Email**	
515-943-6310		

Date of Complaint:	01/20/2023	**Date of Visit:**	01/25/2023

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:

HHS was made aware of concerns regarding the provider is knowingly over numbers on a regular basis, inappropriate toilet training, and at times there are dog feces on the floor.

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Rule Basis and Findings of Complaint(s):

110.6 “No more children are in care than the number authorized on the registration certificate. “
110.7(1)b “Frequently exchanges information with the parent of each child to enhance the quality of care.”
110.8 “Conditions of the home shall be safe, sanitary, and free from hazards.”
110.8(1)n “All animal waste is immediately removed from the children’s areas and properly disposed of.”
110.8(6)c “No punishment is administered because of a child’s illness, or progress or lack of progress in toilet training.”

Findings:
This worker went to the Child Development Home of Teresa Hawkins unannounced on 1/25/2023 to follow up on a complaint that was called into HHS. Teresa allowed this worker into the home. This worker informed Teresa I was there following up on a complaint that was reported to HHS. Teresa informed me she was over numbers by one child. She has one child who comes in the morning and leaves at noon to go to preschool which then puts her in ratio for a “B” Child Development Home. I discussed with Teresa that she needs to be in ratio at all times and if she has this situation she needs to complete an Exception to Policy with HHS to address the situation.

Regarding the toileting training for a child in her I called her later in the day to inquire more about this issue. Teresa indicated the child is working on his toilet training and has consistent success with urininating but continues to have frequent bowel movement accidents. Due to this she utilizes pull-ups with underwear over the pull-ups. Teresa said the parents are aware of how she is approaching toilet training. I asked her if she knowingly sent home a child with a dirty pull-up. She said no.

Regarding the report that there are dog feces on the floors on occasion. Teresa said the dogs will occasionally have accidents in the area she keeps the dogs in. When this happens Teresa reports she promptly cleans up the poop. Teresa said the dogs are not in the child care area.

Resolution and Action Required:

When this worker arrived at Teresa Hawkins’ Child Development Home she informed me she was over numbers by one child. We discussed the situation. She has one child who comes in the morning and leaves at 12pm. In the morning she is over numbers by one child and when the child leaves for preschool she is back in acceptable numbers. I told her she needed to submit an Exception to Policy to have permission to be temporarily over numbers. I told her she should have done this prior to accepting the ninth child in care. I sent her the link to apply for the Exception to Policy and stressed that she could not be over numbers from this point on. If the Exception to Policy is approved then she would be able to accept the 9th child for care. Teresa was out of Compliance regarding child ratio on the unannounced visit on 1/25/2023, Teresa has agreed she would stay in ratio from this point on and understood this would be monitored by future spot checks. Teresa informed the worker she submitted the ETP in the evening of 1/25/2023.

In regards to the toileting issue, Teresa has informed each parent of how she is approaching toilet training with the child in her care. Teresa shared with me a text which explained in detail how she is addressing toilet training and the reasons for the approach. The provider is able to set her own policy in this area and is found not to be out of compliance. The provider is supportive of the child’s needs and voices a positive attitude to the child’s development.

Teresa voices the dogs do have accidents on occasion and she cleans up the waste in a timely manner when it happens. HHS does not have any evidence the provider is out of compliance with this policy. The dogs are not in the area where child care is provided.

Teresa has provided several examples of how she communicates with families to keep them informed of how children are cared for and the policies she has in regards to pick up and drop off. She also has examples of how she communicates with parents regarding care for such issues as toilet training. HHS does not have any evidence Teresa is out of compliance with frequent communication to enhance child care.

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Consultant's Signature:	Jake Aringdale	**Date of Visit:**	01/25/2023
Supervisor Signature:	Sheila Aunspach	**Date of Visit:**	01/30/2023