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

CHILD CARE COMPLIANT

Name of Provider Tonya Dillenburg	**County** Adair	
Care Address 110 N Sunshine LN	**City** Orient	**Zip Code** 50858
Mailing Address PO Box 217	**Mailing City** Orient	**Mailing Zip Code** 50858
Phone 641-202-9066	**Email**	

Date of Complaint:	02/28/2024	**Date of Visit:**	03/15/2024

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

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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:

DHHS compliance staff received two concern referrals regarding the childcare home of Tonya Dillenburg. Collectively, the reported concerns included outdoor playtime with no adult supervision, the provider allowing other adults to care for the children in non-emergency situations.

Compliance staff attempted collateral contact with parents of identified children identified in the complaint. Compliance staff was able to speak with some parents regarding the reported information and obtain information pertinent to compliance standards of any childcare development home.

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Rule Basis and Findings of Complaint(s):

110.7(1) The provider meets all the following requirements:
a. gives careful supervision at all times
c. gives consistent, dependable care
d. is present at all times, except if emergencies occur or an absence is planned. If absence is planned, care is provided by a DHS-approved substitute

Compliance staff spoke to a parent who reported that when she pulled up to the daycare, the children were all outside playing. The parent noticed that her 2 year old was coming toward her car. Caller could not see anyone outside with the children. Tonya did come outside, it appeared that she had just gotten out of the shower, her hair was wet. The daycare provider's adult daughter, was also present in the home, so daycare provider thought she could take a quick shower. The daughter was inside with a small child. The garage door was open so that she could hear if anything happened. Parent reported she was there 2-3 minutes until she saw an adult but it was unknown how long they had been outside alone. The lack of supervision was concerning enough to the parent that she did not return her child to Tonya's care.

Compliance staff completed an unannounced visit to the home of Tonya Dillenburg on March 15, 2024. Compliance staff spoke with the provider regarding the first concern of no supervision while children were outside playing. The provider reported that children are never left outside alone. She reported that she is always in a chair in the driveway. Compliance staff asked about the reported appearance of the provider having wet hair and appeared to have just showered on February 22nd. The provider reported that she showers at night after all children are gone from her care.

Non compliance was found regarding this complaint.

Compliance staff also asked the provider about having other adults care for children if she was not at home, or would be running late from errands. The provider reported that she is never gone and has never used anyone else to care for the children. The provider reported that any or all grocery shopping was completed on weekends. The provider reported that she had stopped taking children for care on Saturdays in September or October to allow for her to get her shopping completed on the weekends. Compliance staff questioned the provider again as compliance staff had a copy of a text message that identified a Friday, December 8th, where the provider told a parent to take their child to the home of the providers adult child. "ok is there anyway he can drop them off at XXXXX? We're running to Costco this morning and I'll hopefully be back by then but I'll be back as soon"
The provider did not acknowledge the text message.

Compliance staff received collateral information from more than one source to gain an understanding that the provider has utilized her adult children, or paramour to her adult children, on more than one occasion to cover for her if she needed to get groceries or take care of other business.

Prior to leaving the childcare home, compliance staff reminded the provider that no one could care for any children other than herself. The provider was encouraged to consider adding a substitute to cover for her if she needed to go to a medical appointment or had some other need. Compliance staff acknowledges that this provider is in rural Iowa and she does have to travel to complete necessary business.

Non compliance was found regarding Tonya leaving children with unapproved substitutes and homes.

Resolution and Action Required:

A safety plan will be put into place with the provider for supervision and appropriate coverage for her childcare if she is unable to be there.

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Consultant's Signature:	Stacy Burris	**Date of Visit:**	04/09/2024
Supervisor Signature:	Sheila Aunspach	**Date of Visit:**	04/09/2024