

CHILD CARE COMPLIANT

Name of Provider Monique Dillenburg	County Scott	
Care Address 1331 W 15TH ST	City Davenport	Zip Code 52804
Mailing Address 1331 W 15TH ST	Mailing City Davenport	Mailing Zip Code 52804
Phone 563-200-1135	Email	

Date of Complaint:	02/13/2025	Date of Visit:	02/18/2025
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Type of Visit

☐ Scheduled	☒ Unannounced	☐ N/A
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Compliance Regulation

☒ Non-Compliance with Regulations Found	☐ Compliance with Regulations Found
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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

Complaint Details:

Did this complaint result in a serious injury?	☐ Yes	☒ No
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Did this complaint result in a death to a child?	☐ Yes	☒ No
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Summary of Complaint:

Concerns reported that a child came home with a bite mark that Monique never reported to the parent. Additional concern that Monique sometimes leaves children unattended, does not communicate well with parents, and is not dependable. Further concern that Monique has "a lot" of children in care - caller unsure how many.

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Rule Basis and Findings of Complaint(s):

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 HHS-approved substitute. If absence is planned, the parents are given at least 24 hours prior notice.

441 IAC 110.6 No more children are in care than the number authorized on the registration certificate.

This worker completed an unannounced visit on Monique's child care on 2/18/2025. Monique was present, however did not have any children in care due to a broken sewer pipe. Agreed to discuss the presenting concern today and come back at a later date to complete her annual visit since she was technically closed.

Monique stated that she cares for a set of three year old twins and one of them bit another school age child. Monique reported that the school age child often likes to try to "be the boss" and do Monique's job. The school age child was trying to take a toy away from the three year old and the toddler proceeded to bite the older child. Monique stated that it was a superficial bite and it didn't break the skin or even welt up. Since there was no 'injury' noted, Monique did not complete an incident report regarding this. Monique reported that it was common for the school age child's older teenage siblings to come to the door and pick up the child. Monique stated that she did tell the teenage siblings about the incident the day it occurred. Monique stated that the mother didn't regularly come to the door as she and Monique often butt heads. Monique stated that this incident actually occurred about two months ago and the child/ren remained in her care until 2/5/2025. Monique recently gave a two week notice to the family due to the parent using more than their allowed/approved hours of care and Monique not being paid for her time. Monique added the the kids lied saying they weren't being fed at Monique's. In discussing number of children in care, there does not appear to be any concern with Monique being over her allowed children at this time. Monique denies ever leaving children alone or unattended.

During this visit, Monique reported that she was closed because of a broken septic pipe under her home. This broken pipe resulted in Monique being unable to run water due to potential sewer back up. Monique has plumbers coming to the home 2/19/25 to fix the issue. Monique signed a safety plan on 2/18/25 that stated Monique purchased bottled water that would be used for childcare - including drinking, washing dishes, hand cleaning and toileting. Monique also purchased a flushable portable toilet that will be emptied nightly at her neighbor's. The toilet can hold 32 flushes and Monique only has two children plus herself that would require the use of the toilet. Monique talked to all parents and also agreed to have them sign a written statement acknowledging the septic situation and Monique's plan. Finally Monique agree that if the situation was not resolved by 2/21/25, she would either discontinue child care until it was fixed or find a temporary alternate location to provide care. Monique maintained regular communication with this worker. The plumbers completed the majority of the work on 2/19/25 and finished on 2/20/25 by recementing the pipes. On 2/20/25 all fixtures were in working order including toilets, sinks, washers, etc...

Findings:

There is a preponderance of evidence to support the concern that Monique did not communicate with the parent of the child in her care. Telling the teenage siblings does not replace communicating directly with the parent.

There is not a preponderance of evidence to support the concern that Monique was caring for more children than allowed by her registration certificate.



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Resolution and Action Required:

A full compliance was not completed on this date as Monique was closed. A full visit will be completed in the near future.

No further action is required.

Consultant's Signature:	Kathy Huinker	Date of Visit:	02/26/2025
Supervisor Signature:	Sheila Aunspach	Date of Visit:	02/28/2025