



Iowa Department of Health And Human Services

CHILD CARE COMPLIANT

Name of Provider Mary Cross		County Floyd	
Care Address 202 Hulin ST		City Charles City	Zip Code 50616
Mailing Address 202 Hulin ST		Mailing City Charles City	Mailing Zip Code 50616
Phone 641-220-1454		Email	
Date of Complaint:	05/08/2025	Date of Visit:	05/13/2025
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			

CHILD CARE COMPLIANT

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 regarding two school age children who were seen walking in the neighborhood and who told an adult that they had come from the home of provider Mary Cross. The report also described the provider calling neighbors to see if they had seen either of the two children.

Compliance worker conducted an unannounced complaint and compliance visit with provider Mary Cross on 5/13/2025.

The provider was familiar with the family and events described in the submitted complaint. The provider and her substitute/assistant described how the two children mentioned in the complaint were not under their care, nor have they been receiving any pay to watch the two school age children. The younger siblings of the two school age children do receive care at the provider's operation. The parents have chosen to use the bus stop in front of the provider's home for their two school agers. Frequently, one of the parents picks up the younger siblings at Mary's home the same time the bus arrives. Days when the parent is not there to meet the bus, the children typically walk to one of three other family relative homes within a block of the bus stop.

The provider shared a text exchange with the children's mother from the day of the complaint. Comments from the parent were consistent with Mary's description, and were asking the Mary if she knew which relative they might have gone to, listing them. The parent also shared frustration that the children might be needing to stay at Mary's in the future if they couldn't be more responsible. I did not see any comments indicating the parent thought Mary should have the children at her home.

Mary wanted to help the parent and agreed to make some calls around the neighborhood to see if anyone had seen the children.

I had a lengthy review with the provider and the substitute about who is responsible for supervision. We also talked about the dangers of assumed responsibility for supervision. I asked about arrangements in a couple of weeks when school is out. I am requesting the provider and the parents clarify expectations through a written agreement signed by both parties.

Rule Basis and Findings of Complaint(s):

Rule:
110.7(1)a "Gives careful supervision at all times."

Findings:
I have no evidence of non-compliance with regards to careful supervision at this time.

CHILD CARE COMPLIANT

Resolution and Action Required:

This event identified a potential for future misunderstanding of who is responsible for the supervision of the two children in question. To protect both the provider and the two children, I am requesting that Mary Cross and the parents clarify future arrangements and who is responsible for supervision. This agreement needs to be in writing and signed by both parties to avoid confusion. I have asked that the provider work with Shelby Hageman from Child Care Resource and Referral to review the document and ensure it's clarity. (Shelby 319-239-1072) If the provider will be assuming care of the children during the summer months, the children must be present at her home. If other family members in the neighborhood wish to take the children for periods of a day, they must be approved by the parents and pick the children up at Mary's operation so that she knows the children's whereabouts.

A full annual compliance check was conducted during the same visit. The provider needs to obtain current certification in three trainings to have on file for herself and substitute Douglas. This correction has been addressed in a separate report and will be reviewed during her next visit.

Consultant's Signature:	Earl Crow	Date of Visit:	05/20/2025
Supervisor Signature:	Sheila Aunspach	Date of Visit:	05/20/2025