IOWA DEPARTMENT OF HUMAN SERVICES

Child Care Complaint

Name of Provider	County	
Audrey Miller	Linn	
Care Address	**City**	**Zip Code**
36 Sumter AVE	Lisbon	52253
Mailing Address	**Mailing City**	**Mailing Zip Code**
36 Sumter AVE	Lisbon	52253
Phone	**Email**	
319-408-1078		

Date of Complaint:	08/14/2018	**Date of Visit:**	08/16/2018

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:

It is alleged that on 8/14/18 an in home daycare provider; Ms. Miller pulled a two year old child's hair and grabbed his neck/head area to slam his head against the wall as a means of punishment causing two scratches to his neck, a bruise near his left eye, and his eyes appear to be swollen. While information was being gathered regarding this situation, it was also reported that it was believed that Ms. Miller was seen driving away on 8/3/18 from Lisbon during child care hours, leaving her adult daughter in charge of the children in care.

Rule Basis and Findings of Complaint(s):

110.7(1) The provider meets the following requirements:
a Gives careful supervision at all times.
d. Is present at all times, except if emergencies occur or an absence is planned.
110.8(6) Discipline.
a. Corporal punishment including spanking, shaking and slapping is not used.

On August 16, 2018, Cheryl Sytsma-Sellner, Child Care Compliance Worker, and Karen Johnson, SW, met with Ms. Miller Miller at about 10:30am. Rachel, Ms. Miller's adult daughter let the workers into the home and down to the finished basement where Ms. Miller was providing child care. There were six preschool age children present. . Ms. Miller stated that “the boys have been out of control the last two months.” Ms. Miller has informed the mother of her son’s behaviors. Ms. Miller said that the mother has blocked her on FB. The two child had a “potty accident” on 8/14/18 and she had talked with his mother about it. Ms. Miller was asked if the boys had been placed in “time-out” on 8/14. She said that they have time outs by sitting at a table and “discussing their behaviors”. There behaviors that day had been yelling. Ms. Miller stated that “she never touched this child” and that “in 20 years she has never put a child in the corner”. This worker asked Ms. Miller if she had left the home and left her adult daughter, Rachel in charge of the children at any point. She said that she has never left the children with Rachel and that she “knows she cant do that and that she has to consult with Des Moines if he wants to have Rachel become involved with child care”. She said that a child had thrown up on her on 2 occasions and she was in the bathroom changing when some parents had arrived. This worker informed Ms. Miller that it was reported that she was observed driving out of Mt. Vernon during child care hours on 8/2/18. Ms. Miller denied that she did this as she knows she cannot leave her adult daughter to supervise the children. This worker reiterated that she cannot leave her adult daughter to supervise the children. She agreed not to do so.

Ms. Miller early into this meeting began to become agitated as was demonstrated through a condescending, angry tone in her voice. SW Johnson told her that this discussion needs to happen and this tone was not helpful to the situation. Ms. Miller asserted that she did not know how this child got scratches and believes that they did not occur at her home. She said that these children were picked up on 5:15 on 8/15.

Ms. Miller reported that the child's mother has been sporadic with bringing the child, arriving at various times in the morning. Ms. Miller reports that due to past incidents she makes sure that she stays on whatever level the children are on.

Ms. Miller’s home was clean and their did not appear to be any safety hazards during this visit. She took the children with her when it was necessary for this worker to get documentation of children’s parents that was located on the first floor.

During this complaint, another concern was brought to the attention of the Department. It was reported by a former parent that a child urinated on themselves and that Ms. Miller took snacks away from the children that day and for the rest of that week. CCCW Sytsma-Sellner attempted to contact Ms. Miller via phone to discuss this issue but her phone was not taking calls. On October 16, 2018, CCCW Sytsma-Sellner dropped in at Ms. Miller's home to follow up on this concern. There were four preschool children in her care at that time. The concern of her taking away snacks from all of the children due to a child wetting themselves was shared with Ms. Miller. She responded with "None of that happened. Never once have I taken a snack away from anyone". She stated that in "fourteen years she has had a total of 110 children in her care and had only 10 complaints, none of which have been have been proved to be true."

Resolution and Action Required:

CCCW Sytsma-Sellner and Ms. Miller discussed the number of complaints that there have been made regarding her program and what could be done to help reduce the number of them. Ms. Miller said that she is in the process considering how she wants to proceed with her registration. She provides care to a number of children that are paid for CCA funding and has had a reduction in the number of children she is providing care for recently. She is considering becoming a non-registered provider. She is aware that she would continue to have to have compliance checks as a CCA provider. She is planning to let CCCW Sytsma-Sellner know what she decides to do.

Consultant's Signature:	Cheryl Sytsma-Sellner	**Date of Visit:**	09/10/2018
Supervisor Signature:	Melissa Clifton	**Date of Visit:**	10/29/2018