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

CHILD CARE COMPLIANT

Name of Provider	**County**	
Pamela Ragar	Lee	
Care Address	**City**	**Zip Code**
301 Navaho DR	Keokuk	52632
Mailing Address	**Mailing City**	**Mailing Zip Code**
301 Navaho DR	Keokuk	52632
Phone	**Email**	
319-670-8649		

Date of Complaint:	10/31/2022	**Date of Visit:**	12/02/2022

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:

A parent is concerned because every time they go to pick up their child, the child (4 year old) is on a phone. The child is watching Youtube and the parent is concerned about the content. The parent does not believe the provider knows what is being watched and is concerned about supervision. The parent also expressed the children should be playing and learning, not on a screen.

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Rule Basis and Findings of Complaint(s):

12/2/22

This worker met with Pamela Ragar at her child care home today. There were two daycare children present during today's visit. This worker spoke with the provider to discuss concerns with regards to children, young children, being on phones or devices when parents come to pick them up. Pamela did admit some children are on phones and they are either watching Netflix children, movies, or YouTube content. Pamela stated she is in the same room with the children utilizing these devices and monitors them with regards to appropriate content being viewed. This worker did observe developmental toys available for children to utilize in Pamela‘s childcare playroom as an alternative to devices or screens. This worker stated to Pamela they are aware children will get on these devices when they’re with their parents as well, but cautioned Pamela she needs to make sure careful supervision is being applied to them while watching content. This is to ensure that nothing is inappropriately being watched by the children on these devices.

This worker completed a full compliance visit during today’s visit. This worker did note that non-compliance items were present.

Resolution and Action Required:

Complaint: There is not a preponderance of evidence to show that careful supervision is not being utilized when children are on screen devices at Pamela Ragar's childcare home.

Pamela will continue to provide careful supervision of her daycare children in order to insure that they are watching appropriate content when on screened devices.

Pamela will address all items of non-compliance as noted in her 12/2/22 visit to the home and complete by 1/24/23.

Consultant's Signature:	Chad Reckling	**Date of Visit:**	12/12/2022
Supervisor Signature:	Machelle Pezley	**Date of Visit:**	12/30/2022