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

CHILD CARE COMPLIANT

Name of Provider Shannon James	**County** Cass	
Care Address 1315 Chestnut St	**City** Atlantic	**Zip Code** 50022
Mailing Address 1315 Chestnut St	**Mailing City** Atlantic	**Mailing Zip Code** 50022
Phone 641-485-5484	**Email**	

Date of Complaint:		**Date of Visit:**	

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:

Compliance staff received a concern regarding the childcare of Shannon James.

The concern addressed home cleanliness, if there is structure in the home during the childcare day, if the provider is available during childcare hours, and that the provider is not reporting injuries to parents timely.

Compliance staff completed an unannounced visit to the childcare home. The provider answered and brought compliance into the home. The provider did not have any childcare children in her care at the time. Compliance staff discussed the concerns that were reported to HHS.

Compliance asked the provider when she alerts parents to injuries that occur during the childcare day. The provider reported that if a child receives a scratch, that she does not call parents about minor issues. We discussed that the provider will text a parent a quick picture of minor injuries when they occur. Compliance does understand that minor scratches and bruising will occur with active play during childcare hours. However, the provider will still alert parents to all types of injuries after they occur.

Compliance staff discussed the provider's activity day plan when children are in care. She stated that children mainly have free play time during the day. She will occasionally have crafts or a specific item that she wants to do with the children, but her childcare is mostly child-led play.

Compliance staff asked the provider about her available hours for children. She stated that since she returned to providing childcare services mid to late summer, her start time has been 7:30 am. She did not have to make any changes when school started. She reported that she did have an incident where a parent came earlier than 7:30 am and dropped off a child with no communication. The provider reported that she was on the top level of the home getting ready for the day. She stated that if the parent needed an early start time, she stated she would have worked with the parent. The provider was going to look into the hours she shows she is available and make any necessary updates.

The final concern of home cleanliness was addressed with the provider. Compliance staff had addressed cleanliness at the time of the annual compliance visit. The childcare space had toys and infant items all over the main room of the childcare. There was a lot of little debris items all over the floor. The provider has two infant age children who could be crawling on the floor and could easily pick up items and place them in their mouths. The family includes two dogs who shed their coats. There is dog hair everywhere. We discussed that shedding pets are normal. The provider needs to maintain the childcare space and reduce the amount of pet hair that can get on the children's clothing. We discussed vacuuming frequently to try and maintain cleanliness in the childcare area from the pet hair.

Rule Basis and Findings of Complaint(s):

110.8(1)a Conditions in the home will be safe, sanitary, and free from hazards.

**The home has multiple areas of clutter and items stacked. Any room on the main level where children could be located like the entrance room, kitchen, living room, playroom and bathroom will need reorganization to ensure a safe environment for children. Maintaining clean floors is especially important with pets in your home and little ones who care or will be crawling on the floor. Maintaining a safe environment protects children's health and promotes safe play.

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Resolution and Action Required:
Compliance staff will be visiting the childcare home randomly to ensure that the provider is working to clean the childcare area and maintaining the childcare space.

Consultant's Signature:	Stacy Burris	**Date of Visit:**	10/27/2026
Supervisor Signature:	Sheila Aunspach	**Date of Visit:**	10/27/2026