

CHILD CARE COMPLIANT

Name of Provider Terri Endress		County Des Moines	
Care Address 1113 South 9th ST		City Burlington	Zip Code 52601
Mailing Address 1113 South 9th ST		Mailing City Burlington	Mailing Zip Code 52601
Phone 319-750-3687		Email	

Date of Complaint:	06/04/2025	Date of Visit:	06/04/2025
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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	

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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:**

It is alleged that a child that attends the provider's child development home reported that he is locked in the basement, by himself, when he is in trouble.

SW Bailey and another HHS staff member went to the provider's home, unannounced on June 4, 2025. The provider was present with her co-provider and a substitute and 15 pre-school aged children. The provider is a category C2 child development home and the maximum amount of pre-school aged children she can have when both providers are present is 14. SW Bailey discussed this ratio violation with the provider. The provider said that a child that doesn't usually attend the daycare on this particular day, had to come due to a family issue. SW Bailey reminded the Terri that she needs to remain within ratio for a category C2 home unless she has an exception to policy. Terri agreed to stay within her numbers.

SW Bailey and the other HHS staff member talked to Terri about the allegations that a child reported being locked in her basement, alone, as punishment. Terri said that she believes she knows what child this report is about. Terri said that this child has never been in her basement because it's unfinished and they only use it for tornado drills. Terri said that this child doesn't attend the daycare when they have drills.

Terri reported that she had to leave the daycare for a few hours, so she left her co-provider and a substitute with the children. Terri reports that she has been having issues with mice in the home and in the basement so she had an exterminator come to the home to set traps. Terri said that the child was sitting in time out, at a table in the dining area doing coloring pages, due to hitting another child. Terri stated that the exterminator was let into the home and showed down to the basement to set the mice traps. Terri believes the child may have looked down at the basement through the open door at that time. Terri reported that one of her cats got down into the basement during this incident and her staff made a comment that the cat was "in trouble" for going downstairs because they were worried the cat would find one of the mouse traps.

Terri said that the child no longer attends her daycare due to this situation. Terri said that she was confused because the parent called and asked if the child could come back. Terri said that it was odd to her that the parent would want to bring the child back if she had concerns about the child being locked in the basement. Terri, her co-provider Chyna and her substitute all deny that any child has been locked in the basement at any time.

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Rule Basis and Findings of Complaint(s):

1. 110.7(1) Gives careful supervision at all times.

The provider states that this child was sitting at a table for a time out. The provider said that her co-provider and substitute were supervising the child, as they were in a connecting room with all of the other children. The provider and the staff all deny that this child, or any other child, has been locked in the basement. The provider is found to be in compliance of this rule.

2. 110.8(6)b Discipline. (b) No punishment is used which is humiliating or frightening or causes pain or discomfort to the child. (e) Discipline is designed to help the child develop self-control, self-esteem, and respect for the rights of others.

The provider said that when children misbehave they use redirection and time-outs for discipline. The provider reports that this particular child was in time-out due to hitting another child. The provider said that the time-out involved the child sitting at a table and the child was provided with coloring pages to help him calm down. The provider, co-provider and substitute all deny that any children are locked in the basement at any time and that the other than tornado drills, the daycare children are not permitted in the basement. The provider is found to be in compliance of this rule.

3. 110.15(1)a Specific Requirements for Child Development Home Category "C". When both providers are present, not more than 14 preschool children are present for any one time, including infants. c. When both approved providers are present, not more than two additional school age children are present.

The provider and her co-provider were caring for 15 children. The provider stated that none of the children were school-aged. The provider was in non-compliance of this rule.

Resolution and Action Required:

The providers are expected to continue to carefully supervise the children at all times and to use discipline that helps the child develop self-control, self-esteem, and respect for the rights of others.

The providers need to stay within ratio for a category C child development home.

Consultant's Signature:	Holly Bailey	Date of Visit:	06/05/2025
Supervisor Signature:	Sheila Aunspach	Date of Visit:	06/06/2025