

CHILD CARE COMPLIANT

Name of Provider Natalie Mortell	County Scott	
Care Address 2136 W 18TH ST	City Davenport	Zip Code 52804
Mailing Address 2136 W 18TH ST	Mailing City Davenport	Mailing Zip Code 52804
Phone 563-505-1390	Email	

Date of Complaint:	07/18/2025	Date of Visit:	07/21/2025
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Type of Visit

☐ Scheduled	☒ Unannounced	☐ N/A
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Compliance Regulation

☒ Non-Compliance with Regulations Found	☐ Compliance with Regulations Found
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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

Complaint Details:

Did this complaint result in a serious injury?	☐ Yes	☒ No
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Did this complaint result in a death to a child?	☐ Yes	☒ No
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Summary of Complaint:

Concerns that she may abusing substances and that Natalie had hit a child with a conditioner bottle and had spanked a child. Additional concerns that Natalie had a loaded gun on the floor of one of the bedrooms.

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Rule Basis and Findings of Complaint(s):

Code of Iowa, Chapter 237A
441 Iowa Administrative Code Chapter 110

441 IAC 110.7(1)The provider meets the following requirements: a. Gives careful supervision at all times. b. Frequently exchanges information with the parent of each child to enhance the quality of care. c. Gives consistent, dependable care. Is capable of handling emergencies.e. Shall be free of the use of illegal drugs and shall not be under the influence of alcohol or of any prescription or non-prescription drug that could impair their ability to give careful supervision.

441 IAC 110.8(6)a. Corporal punishment including spanking, shaking, and slapping is not used. b. No punishment is used which is humiliating or frightening, o 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.

441 IAC 110.8 Conditions in the home shall be safe, sanitary and free from hazards.

On 7/21/2025 this worker met with Natalie unannounced at her child development home. Jerrica Jarrett, HHS, had previously met with Natalie on 7/18/2025. During Jerrica's previous visit, Natalie had a firearm laying out on the floor of their bedroom. The concerns were discussed with Natalie. Natalie denied being under the influence of any illegal substances stating that she goes to her physician every six months for routine visits. Natalie shared with this worker the medications she does take currently. Natalie reported that she keeps her meds inaccessible and doesn't leave them out since she has day care children around the home. Natalie's husband also takes prescribed medication. Natalie reported she has never taken his medication herself. Natalie admitted the firearm was laying out on the floor in her bedroom the day Jerrica stopped by. Natalie added that she did not have any day care children in attendance that day. Natalie stated that the gun was currently under their mattress. Gun safety measures were reviewed with Natalie and a safety plan was completed with her. The gun was removed from under the mattress and placed in a safe location, inaccessible to children. HHS worker Jarrett did speak with a few families that utilize Natalie for child care. Two of them were aware that Natalie had firearms in the home and one child reported seeing the firearm while she was in care approximately 1-2 years ago.

Natalie stated that she had been caring for two children. They discontinued care 7/16/2025. The parent sent numerous texts to Natalie following the children's last day of care. Natalie stated that the issues seemed to start when the parent wouldn't provide their work schedule to Natalie. Natalie reported that this parent would often leave the children in her care longer than what was allowed by the CCA Unit in Des Moines. The parent would go home to shower first after work, take a nap, and return later than their agreed upon schedule. Natalie stated that on one day that week one child had taken a bottle of conditioner and spilled it all over the floor. Natalie reports she put the child in a play pen following this and 'shook it in my hand' (the bottle of conditioner) and told the child 'this is what you don't play with'. Natalie denied hitting the child with the bottle.

Findings:

There is not a preponderance of evidence to support the concern that Natalie was under the influence of illegal substances or taking someone else's prescribed medications.

There is not a preponderance of evidence to support the concern that Natalie used physical discipline on a child in her care.

There is a preponderance of evidence to support the concern that firearms have not always been safely secured from children's access as a few children reported seeing guns in the home previously.



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Resolution and Action Required:

A safety plan was completed with Natalie on 7/21/25. Plan stated that firearms would be safety secured and inaccessible to children. Ammunition would be stored in a separate location from the firearms.
A follow up safety visit occurred on 8/12/2025. Natalie and her husband were present with one school age child in care. Natalie gave this worker a tour of the home and firearms and ammunition remained properly stored and secure from children's access.

Consultant's Signature:	Kathy Huinker	Date of Visit:	08/15/2025
Supervisor Signature:	Sheila Aunspach	Date of Visit:	08/15/2025