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

CHILD CARE COMPLIANT

Name of Provider	County	
Lindsay Borthwick-Brown	Dickinson	
Care Address	**City**	**Zip Code**
1215 Lake ST	Spirit Lake	51360
Mailing Address	**Mailing City**	**Mailing Zip Code**
1215 Lake ST	Spirit Lake	51360
Phone	**Email**	
712-229-1149		

Date of Complaint:	06/10/2024	**Date of Visit:**	06/10/2024

Type of Visit

[ ] Scheduled [ ] Unannounced [X] 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:

The caller was scheduled to visit the provider, and received a text stating the provider's helpers were not at the site today and she had 12 children in care.

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Rule Basis and Findings of Complaint(s):

110.6 No more children are in care than the number authorized on the registration certificate.

On 6/10/24 at 10:08AM I received a telephone message from Lindsay Borthwick-Brown asking me to call her back. I returned her call at 10:42 AM and she reported that the CCR&R consultant had called her that morning prior to their scheduled meeting for later in the morning and Lindsay reported to her that her assistant had been in an accident over the weekend would not be able to make it today. Her other assistant had a previous commitment and could not be there either. This would leave Lindsay with up to 12 potential children in her care without and assistant. Lindsay was told by the consultant that she would report this to HHS.

In my conversation with Lindsay she reported she only had nine children in her care, which she knew was one over the maximum amount without and assistant. I asked her to contact one of the parents to come and pick up their child as soon as possible. Lindsay said she would do so and called me back later and reported she did contact a parent who came and picked up their child at 11:30 thus putting Lindsay back into ratio.

Resolution and Action Required:

Lindsay self-reported the situation to HHS without knowing for sure of the complaint being made. She quickly did what was asked of her to get back into compliance. She also decided to get her daughter, who has the qualifications, approved by HHS to be an additional assistant.

No further action is required at this time.

Consultant's Signature:	Dave Jaehrling	**Date of Visit:**	06/13/2024
Supervisor Signature:	Sheila Aunspach	**Date of Visit:**	06/13/2024