



IOWA DEPARTMENT OF HUMAN SERVICES

Child Care Complaint

Name of Provider Tanya Lockett	County Polk	
Care Address 2647 17th ST SW	City Altoona	Zip Code 50009
Mailing Address 2647 17th ST SW	Mailing City Altoona	Mailing Zip Code 50009
Phone 515-710-2471	Email	

Date of Complaint:	02/05/2020	Date of Visit:	02/17/2020
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Type of Visit

<input type="checkbox"/> Scheduled	<input checked="" type="checkbox"/> Unannounced	<input type="checkbox"/> N/A
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Compliance Regulation

<input checked="" type="checkbox"/> Non-Compliance with Regulations Found	<input type="checkbox"/> Compliance with Regulations Found
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Recommendation for Registration:

<input checked="" type="checkbox"/> No Changes to registration status recommended
<input type="checkbox"/> Revocation of Registration
<input type="checkbox"/> Cancellation of Child Care Assistance Provider Agreement

Category of Care:

<input type="checkbox"/> Category A
<input checked="" type="checkbox"/> Category B
<input type="checkbox"/> Category C (with no co-provider)
<input type="checkbox"/> Category C (with co-provider)
<input type="checkbox"/> Non-registered Child Care Home with CCA Provider Agreement

Complaint Details:

Did this complaint result in a serious injury?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Did this complaint result in a death to a child?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of Complaint:

On 2/5/20, the Department of Human Services received a complaint regarding Category B Registered Child Development Home provider, Tanya Lockett. Concerns indicated baby gates were not available and, outlet covers were not available, and there is a cord hanging in the kitchen accessible to children. Concerns also alleged improper discipline; it is alleged a child was made to stay in a corner all day and not allowed to eat with the rest of the children. There were also concerns indicated regarding unapproved individuals caring for children and hindered parental access to the home. Additionally, it was reported that a daycare child had a contagious infection and the child was not required to bring a doctors note indicate the child was able to return to daycare. There are concerns that the garage area used for childcare does not have a smoke detector and a space heater is being used. There were also concerns that a minor relative of Ms. Lockett's may have had inappropriate contact with a non-daycare child.

Rule Basis and Findings of Complaint(s):

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

RULES:

110.5 Parents are afforded unlimited access to their children and to the providers caring for the children whenever their children are present, unless parental contact is prohibited.

110.8(1) b

All accessible electrical outlets are safely capped or are tamper-resistant electrical outlets. All electrical cords are properly used. This means not found under rugs, over hooks, through door openings, etc.

d. Safety barriers are at stairways and doors as needed.

f. A safety barrier surrounds any heating stove or heating element, in order to prevent burns.

h. Has a minimum of one single-station, battery-operated, UL-approved smoke detector in each child-occupied room and at the top of every stairway. Each smoke detector has been installed according to manufacturer's recommendations.

p. The provider has written policies about caring for mildly ill children and the exclusion of children due to illness, and informs parents of policies.

110.8(6) Discipline

b. No punishment is used which is humiliating or frightening, or causes pain or discomfort to the child.

No punishment or threat of punishment is associated with food or rest.

110.9 Files**110.9(1)**

b(2) Documentation from the Department confirming record checks have been completed and authorizing or limiting the person's involvement with child care.

110.9(4) Children's files. An individual file is maintained for each child and updated annually or when there are changes. Each file contains:

e. For infants and preschoolers: A statement of health signed by a physician submitted annually.

FINDINGS:

At approximately 10:35 a.m. on 2/17/20 I arrived at Ms. Luckett's daycare residence for an unannounced visit to address the complaint concern. Ms. Luckett was home and allowed me to enter the residence. Also present were approved assistant Daniel Luckett and 4 pre school age children; 2 additional children arrived during the course of the visit. I was able to view all levels and rooms of the home and did not note any safety hazards to be present at this time. I was able to view the garage, which is set up for daycare children to use as a play area, and did observe a smoke detector to be installed and in good working order. There is also a space heater in the garage, which Ms. Luckett and I have previously discussed. Ms. Luckett understands that the heater cannot be on while children are in the garage and it should be on to heat the area during times when children are not actively playing in the garage. The children were playing in the main living area during this visit. I did not observe the heater to be on during the time I was in the home. In walking through the home I observed there to be child safety caps on the accessible outlets and safety gates were readily available. Pertaining to the tv cord in the kitchen, this was also a previous discussion I held with Ms. Luckett. Ms. Luckett appears to have made and maintained the previous correction as I observed the cord to be inaccessible to children.

I reviewed Ms. Luckett's daycare children's files. There were 6 of 12 children in childcare needing an updated annual physical. I inquired about illness policies and the concern of a child returning to care without a physicians recommendation to do so. Ms. Luckett did have policies on how to handle mild illness pertaining to daycare children. Ms. Luckett stated she was familiar with the situation and identified one of the children previously had an infection on their bottom. The child is toilet trained and Ms. Luckett stated she did not see the infection herself and was not aware of the situation until the parent informed her. She stated the parent informed her after the child had been treated and the issue resolved itself.

I inquired about parental access and the concern a parent was not able to get into the house without having to wait for the door to be answered. Ms. Luckett stated she has an open door policy and parents are able to walk through her front door at anytime. She indicated there was some confusion during an incident that occurred on 2/3/20 involving a relative she provides care for. The parent and the child arrived for drop off and for an unknown reason, Ms. Luckett reported that the parent believed they could not come in until she answered the door; however, later Ms. Luckett reported to SWS McLaughlin the incident occurred outside regular child care hours. She stated this relative has been coming for some time to care and the parent typically just walks into the home; she was uncertain why this day was different other than it was outside child care hours.

I also discussed discipline strategies with Ms. Luckett. She acknowledges she does use time outs in the corner for age appropriate amounts of time but denies any child has ever spent hours in the corner or being separated from the group

during meals/snacks. Ms. Luckett states she also removes a child from the situation that is causing the problem and will speak to them about the behavior in an effort to redirect them.

Since our last visit in November 2019, Ms. Luckett has added Daniel Luckett as an approved assistant. No other assistants are listed at this time. I did not observe anyone else to be in the home or caring for the children during this visit. Ms. Luckett denies that anyone but Daniel provides assistance to her. She stated she had a friend visiting from out of state, but this individual does not reside in the home and is not involved with childcare. I did not observe this person in the home during this visit.

Regarding the concern indicated about a relative engaging in inappropriate behavior of another relative child outside of daycare hours, Ms. Luckett did previously inform the Department of this concern. There is an ongoing safety plan in place stipulating that the individual is not allowed to be involved in any care of daycare children nor are they to be alone with daycare children for any reason. This individual was not present during this visit. This individual currently has alternate living arrangements, is not a current household member, and has not lived in the home for the past several months.

In the middle of our visit, Ms. Luckett took daycare children and left to pick up another daycare child from school. During this time, I was able to interview Daniel Luckett regarding disciplinary practices in the childcare setting as well as who provides care to the children. Regarding discipline, Daniel reported Tanya Luckett typically takes a child aside and speaks with them about appropriate behavior, using explanation and redirection to discipline. He denies observing any child to be in a corner all day or separated during meal time. Daniel also denied anyone besides himself and Ms. Luckett are ever responsible for the care of the children. Daniel also reported parents are able to walk into the home at any time. He stated he was present on 2/3/20 when a parent was trying to drop off a child. He stated that parent always just walks in without knocking and when he saw the car pull into the driveway he did not understand why they did not just come in as they typically do.

There is not enough evidence to prove noncompliance regarding parental access to the home, unapproved individuals providing care to the children, improper discipline, or that illness policies were violated. I observed compliance regarding environmental concerns pertaining to safety features such as baby gates, smoke detectors, outlet covers, etc. NONCOMPLIANCE was observed regarding medical paperwork for a portion of the daycare children's files.

Resolution and Action Required:

A full compliance visit was jointly completed. Minor corrections were given unrelated to this complaint. For purposes of this complaint, Ms. Luckett will need to ensure that medical records of all daycare clients are updated in each child's file.

This report concludes the evaluation of this complaint.

No further action is necessary at this time.

Consultant's Signature:	Melissa Crawford	Date of Visit:	03/19/2020
Supervisor Signature:	Ashley McLaughlin	Date of Visit:	04/06/2020