



Iowa Department of Health And Human Services

CHILD CARE COMPLIANT

Name of Provider Crystal Care LLC	County Scott	
Care Address 619 Northbrook Dr	City Davenport	Zip Code 52806
Mailing Address 619 Northbrook Dr	Mailing City Davenport	Mailing Zip Code 52806
Phone 309-592-4721	Email	

Date of Complaint:	07/28/2026	Date of Visit:	
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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

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:

CCRR was at the home on 7/27/2026 and Crystal did not have a tight fitted sheet for crib mattress for infant in care. CCRR working with Crystal on coming into compliance.

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Rule Basis and Findings of Complaint(s):

441 IAC 110.8(5)Safe sleep. a. Provider shall follow safe sleep practices as recommended by AAP for infants under one year of age. Infants are placed on back to sleep. Infants are placed on firm mattress with tight fitted sheet that meets CPSC standards. c. Crib or crib-like furniture, waterproof mattress covering, and sufficient bedding that meets CPSC or ASTM standards is provided for each child under two years of age.

On 7/27/2026 CCRR Lori Mueller informed this worker via text of safe sleep concern regarding Crystal that occurred. CCRR Mueller visited the home on 7/27/2026 and Crystal did not have a sheet for her portable crib for the infant in care. CCRR Mueller discussed with Crystal the requirement to have a tight-fitting sheet for the crib mattress. Crystal stated she will go to Walmart or Target to purchase one that night for the crib. Crystal also had a pack in play but no sheet for that as well. Crystal plans to find a sheet for this as well. CCRR Mueller discussed with CCRR and CCNC Jessica Redden to see if anyone had any resources for sheets for Crystal. CCNC Redden stated that she has portable crib sheets she can deliver to Crystal on 7/28/2026. On 7/28/2026 CCNC Redden emailed HHS Huinker to report that she did meet with Crystal on 7/28/2026. CCNC Redden visited briefly with Crystal and provided her a 3 pack of crib sheets. CCNC Redden stated that the sheet fit the crib mattress well and also fit on her pack-n-play mattress. CCNC Redden assisted Crystal to attach the pack and play mattress to the base as required by manufacturer's instructions. CCNC Redden did state that after attaching the mattress to the base, this did limit how well the sheet wrapped around the corners of the mattress. CCNC asked Crystal to observe this and discontinue use if it becomes loose and poses a safety hazard to children. CCNC Redden also provided Crystal a sleep sack and reviewed with her how to use the sleep sack. CCNC talked with Crystal about safe sleep but did not complete the full safe sleep checklist. Crystal did lay the infant down while CCNC Redden was present. She laid the infant down alone and on her back in the crib with the new sheet in place. Crystal was able to verbalize safe sleep recommendations. CCNC Redden also left Crystal with some printed safe sleep materials.

This worker spoke with Crystal on 7/28/2026. This worker informed Crystal that this concern was assigned as a consultation only which meant I was not required to come out and visit her again. Consultation was determined appropriate since CCRR and the nurse consultant were already involved and assisted Crystal in meeting compliance measures. Crystal reported that CCNC was there today and dropped off crib sheets that are currently in place. Crystal expressed her understanding of safe sleep requirements.

Findings:

There is a preponderance of evidence to support the concern that Crystal did not follow safe sleep guidelines. Crystal did not have a tight fitted sheet in place on 7/27/2026.

Resolution and Action Required:

Child Care Resource and Referral Lori Mueller and Child Care Nurse Consultant Jessica Redden assisted Crystal in acquiring appropriate crib sheets.

A full compliance visit was completed earlier this year.

Nothing further is required at this time.

Consultant's Signature:	Kathy Huinker	Date of Visit:	07/28/2026
Supervisor Signature:	Sheila Aunspach	Date of Visit:	07/29/2026