



CHILD CARE COMPLIANT

Name of Provider Tina Maxwell		County Dallas	
Care Address 1420 Beverly CIR		City Adel	Zip Code 50003
Mailing Address 1420 Beverly CIR		Mailing City Adel	Mailing Zip Code 50003
Phone 515-468-7466		Email	
Date of Complaint:	02/09/2026	Date of Visit:	02/26/2026
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:**

Compliance staff received a concern that reportedly occurred in October 2025. The information was that the childcare provider did not clean a child, age 3 years old, who had soiled themselves at naptime. The report stated that the child was soiled for over an hour before the child was able to be picked up and the child had a rash on their bottom after the incident. Collateral information was received regarding the incident that identified the child previously had an accident on more than one occasion during nap time, but had not returned home in dirty clothing.

An unannounced visit to the childcare home was completed. Compliance staff was in the process of completing the annual inspection with the provider. In speaking about daily routines and practices of the provider for the childcare, compliance staff talked with the provider about the concern. The provider stated that she was not surprised that compliance staff was discussing this with her. The provider offered an explanation to the event that occurred. She reported that just before normal "wake up" time from nap that she walked into the room where the preschool aged children nap. She smelled an odor and looked at each child. She stated that a child had soiled themselves and then played in it. She stated that the child had fecal matter all over their arms, hair and nap area. She stated that she messaged the parents to pick the child up immediately due to the incident. Text message to parents at 2:28 PM. She sent a second text after a parent responded to let them know the child would need a shower

The provider reported that it became very hectic at that time as she was trying to clean off the fecal matter from the child's body and also keeping the other children in care away from the child and the affected area in the playroom so that there was no spread of germs. She stated that it took her about 15 minutes to get the child clean enough to have them sit on a towel on the stairs while waiting for their parents. She reported she cleaned the child's arms and hands were washed to get all fecal matter off the open body areas to avoid spread of the fecal matter. The provider reported the child was in need of a shower/bath to clean the rest of the body of the fecal matter. She reported that she knew that at least one of the child's parents was working from home that day.

The provider reported that the child was picked up about 3:00 PM. The provider showed compliance staff the check in and check out form for the time frame that this happened. The provider reported that the child did return the following day, but that was the child's last day in childcare.

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Rule Basis and Findings of Complaint(s):

110.7(1) The provider meets the following requirements:

c Gives consistent, dependable care

**The childcare provider was not in compliance with dependable care. The childcare provider has a duty to care for each child that is entrusted to her. This is an incident where a child soiled themselves and then had played in the fecal matter creating a messy and unsafe space for themselves and other children.

The provider's responsibility is to ensure that all children are cared for in the same manner. In this type of a situation, all soiled clothing should have been removed from the child and placed in a bag for laundering. The provider should have worked with the child to clean the fecal matter from all areas of the skin to the best of her ability. While the matter was described as thick, there are ways to assist the child to help clean themselves in an attempt to avoid skin irritation and contamination to other areas of the childcare. The child may have still needed a bath or shower, but the initial stages of removing the fecal matter from the skin would have been accomplished.

A potential consequence to this situation could lead a child to feel punished by being removed from their friends. The child may also feel shame at being in dirty clothing from having an accident. A provider should recognize that accidents can happen at any age. The provider had access to clean clothing for the child that had been provided by the family.

Responding to a toileting accident will present challenges while also maintaining appropriate supervision of and accessibility to the other children in care.

Resolution and Action Required:

The provider will not leave a child in soiled clothing for any length of time after a toilet training accident has been discovered.

Consultant's Signature:	Stacy Burris	Date of Visit:	02/27/2026
Supervisor Signature:	Sheila Aunspach	Date of Visit:	03/03/2026