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

CHILD CARE COMPLIANT

Name of Provider	County	
Terri Endress	Des Moines	
Care Address	**City**	**Zip Code**
1113 South 9th ST	Burlington	52601
Mailing Address	**Mailing City**	**Mailing Zip Code**
1113 South 9th ST	Burlington	52601
Phone	**Email**	
319-750-3687		

Date of Complaint:	12/12/2023	Date of Visit:	12/12/2023

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

[ ] Category B

[ ] Category C (with no co-provider)

[X] 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:

It was reported that the provider was operating over capacity for a C2 home.

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Rule Basis and Findings of Complaint(s):

110.15(1)a. When both providers are present, not more than 14 preschool children are present at any one time, including infants. b. When both approved providers are present, not more than 4 children 12 months of age or younger are present and no more than 6 of the 14 children are 24 months of age or younger. c. When both approved providers are present, not more than two additional school-age children are present. d. Nore more than 16 children are present when an emergency school closing exception is in effect. e. If only one approved provider is present, not more than eight children are present. If only one approved provider is present, not more than 6 of the 8 children may be 24 months of age or younger and of these 6 children, no more than 3 are 12 months of age or younger.

The provider self-reported her over compliance issue with a phone call to SW Bailey the morning of the incident, before the complaint was assigned. The provider stated that she had previously been a category B provider and was thinking of the rule 110.14(1)e When more than 8 children are present for more than 2 hours, a DHS-approved assistant at least 14 years old is present, unless extra children are present as a result of an emergency school closing.

The provider stated that her co-provider was at the doctor with her own child and she was using an approved substitute. The provider stated that due to illnesses she had to transport a few children to school, leaving her substitute with 9 children, and another 2 arrived before she returned. The provider reported that she should have taken another child or two with her on the transport to maintain ratios, but was thinking if she was gone for less than 2 hours, her substitute would be okay with 11 children.

Resolution and Action Required:

The provider admitted that she was incorrect with her calculations regarding ratios and understands that being a Category C2 provider involves different ratios than a Category B. The provider stated that she would be more mindful of ratios so that she was not operating over capacity again.

Consultant's Signature:	Holly Bailey	**Date of Visit:**	12/12/2023
Supervisor Signature:	Sheila Aunspach	**Date of Visit:**	12/12/2023