



Iowa Department of Health And Human Services

CHILD CARE COMPLIANT

Name of Provider Ronda Bissen		County Shelby	
Care Address 1221 Baldwin ST		City Harlan	Zip Code 51537
Mailing Address 1221 Baldwin ST		Mailing City Harlan	Mailing Zip Code 51537
Phone 402-651-3958		Email	

Date of Complaint:	09/12/2025	Date of Visit:	09/16/2025
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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	

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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:

Compliance staff received a concern that a child who was in the care of the provider's adult assistant, left the home while the assistant was out of the main living area. The child was found away from the home and community services were called.

An unannounced visit was completed to the childcare home of this provider. Compliance staff discussed the concern regarding the escaped child. The provider discussed that she had left to get a meal from the home. The provider reported that the children were to be picked up from her care after 9:00 PM. She stated that she left to grab a take out order from a local eatery. She thought that she left the home at 8:30 or shortly before. The order had been called in around 8:20 for pick up. When she arrived at the eatery, the order was not quite ready and she had to wait a few minutes. The provider estimated that she was away from the home for 15 to 20 minutes. She reported that she returned home, where she left the two children with her assistant, and did not see one of the children. She asked her assistant about the child and they reported that the last time they saw the child, the child was looking for a toy in the living room. The provider reported that they both checked the house for the child, and then she left the home to look for the child. The provider reported that it was dark out when she left to go look for the child. She was contacted by law enforcement that the child was at a neighbor's home. She returned to her home and the child was returned to the home.

The provider reported that she texted the mother at 9:03 PM, mom was already on her way to the childcare home. It is estimated that the child was out of the childcare home for 30 to 40 minutes. The provider does not believe that it was that long, but it was chaotic once she returned home and the child was missing.

The provider reported that the child is an escape artist, even for the family. She showed compliance staff an alarm that is on the front door for this reason. The alarm was not engaged at the time of this event. The provider reported they normally turn it on when this family is at the home, but cannot identify a reason why they did not on this date.

Conversation with the provider regarding the incident and the responsibility of the childcare provider. The childcare provider does have an assistant. The assistant is not a person who can cover for the provider for any amount of time. The provider is the main caretaker of children who are entrusted to her care; an assistant is there to be a helper under the supervision of the provider. The provider stated that she understood that the assistant is not to be left unsupervised at any time with childcare children.

Rule Basis and Findings of Complaint(s):

Legal reference: 441 IAC 110.1(237A); Iowa Code section 237A.1

"Assistant" means a responsible person aged 14 or older. The assistant may never be left alone with children. Ultimate responsibility for supervision is with the child care provider.

Compliance staff has determined that the provider was out of compliance on September 11, 2025, when she left the home and an assistant was left to care for children who were left in the provider's care. The provider should always be present when children are left in their care. The provider reported that she does understand this information and she will not leave in the future when she has children in her care.

Resolution and Action Required:

No Changes are required at this time.

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Consultant's Signature:	Stacy Burris	Date of Visit:	10/14/2025
Supervisor Signature:	Sheila Aunspach	Date of Visit:	10/14/2025