



Iowa Department of Human Services

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Governor

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Director

May 30, 2014

Date Complaint Received: 4/7/14
Complaint Received By: Chad Reckling, SW II
Provider Name and Location: Debra Carroll-Jones 11201 Plank Rd Burlington IA 52601
Complaint: It was reported to the department that the provider is “mean to the children” and will cuss at them.
Rule basis: <ul style="list-style-type: none">• IAC 110.5(1) Conditions in the home are safe, sanitary, and free of hazards.• 110.5(6) Discipline• 110.5(6)a Corporal punishment including spanking, shaking and slapping is not used.• 110.5(6)b No punishment is used which is humiliating or frightening, or causes pain or discomfort to the child.• 110.5(6)c No punishment is administered because of a child’s illness, or progress or lack of progress in toilet training.• 110.5(6)c No punishment or threat of punishment is associated with food or rest.• 110.5(6)d No child is subjected to verbal abuse, threats, or derogatory remarks about the child or the child’s family.• 110.5(6)e Discipline is designed to help the child develop self-control, self-esteem, and respect for the rights of others.
Findings: <p>4/30/14 This worker went to the daycare home of the provider and confronted her on the allegations in front of the department. One non-school-aged daycare child was present. Debra replied that “I am not mean to the kids...do I sometimes raise my voice at them at times, yes I do...I watch children a lot of whom have diagnosis such as ODD...if I raise my voice it is not my first response in dealing with the situation with the child.” This worker asked what the response from the children will be when she does raise her voice. Debra stated that some of the children will stop the behavior and some of the children she watches will cry. Debra stated that she will always go back and apologize for her actions to the child and explain that she was frustrated during the situation with the child. Debra re-iterated again that a majority of her children are school-aged with special need behavioral issues. This worker asked her if she has ever swore at the daycare children. Debra replied “will an occasional swear word come out, possibly...do I swear at the children when I talk to them, no.” She stated that “she does not know what I would be doing to be mean at the children.” Debra did admit that she “snapped” at a daycare child yesterday and raised her voice in the car. Debra later stated that she spoke with the child about the situation in the morning later that day. This worker spoke with Debra about different strategies on how to deal with frustrations that she experiences with daycare children. This worker gave a specific example that she is aware of her breaking point and when she is close to reaching it that she needs to take a step back, breathe in through the nose, breathe out through the mouth and count to 20. Debra stated that she is aware of this. This worker received parent contact information to call who utilize Debra for their childcare needs.</p> <p>A full compliance visit was not completed during today’s visit as one was completed on 3/5/14.</p> <p>5/1/14 This worker spoke with individual who reported that they have never seen Debra being mean or “cussing out” her daycare children. They stated that Debra does have a routine and follow through in her home and can see how some of the children she serves may consider that mean because they do not receive the same type of consistency and follow through in their own homes.</p>

5/12/14 This worker spoke with a daycare parent who stated that they have not observed or heard from their children that Debra has been mean to daycare children or has cussed at them.

5/12/14 This worker spoke with another daycare parent that utilizes Debra for childcare and they indicated that they have not personally observed or had any of their children report to them that Debra has been mean to daycare children or has cussed at them.

5/12/14 Left voicemail for another daycare parent to contact this worker regarding daycare complaint on Debra.

5/14/14 This worker spoke with another daycare parent who utilizes Debra for childcare and they indicated that they have never observed or had their children report to them that Debra has been mean to daycare children or cussed at them.

Complaint: There is a preponderance of evidence based on the providers own admission that this daycare complaint is valid. The provider stated that she might let out a cuss word once in a while and that on one occasion when she raised her voice a daycare child responded by crying. The department appreciates the provider's honesty regarding this situation.

Resolution: Debra will realize when she is reaching her frustration tolerance level with her daycare children and will take immediate steps to remove herself to de-escalate the situation. All non-compliance items still remaining in the home shall be completed by **4/21/14**. A follow up visit shall be conducted to insure that all non-compliance items have been addressed.

If you have any questions regarding this matter feel free to contact me at (319) 208-5521 or crekli@dhs.state.ia.us.

Sincerely,

Chad Reckling, Social Worker II
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Burlington IA 52601