

**Iowa Department of Human Services  
CHILD CARE CENTER COMPLAINT**

<b>Name of Center:</b> ASAC Heart of Iowa Child Care Center	<b>Enrollment:</b> 62	<b>License ID:</b> 4157000007
<b>Street:</b> 4050 Bowling St. SW	<b>City:</b> Cedar Rapids	<b>IA Zip Code:</b> 52404
<b>Mailing Address:</b> 4050 Bowling St. SW		
<b>Mailing City:</b> Cedar Rapids	<b>IA Zip Code:</b> 52404	
<b>Director's Name:</b> LaRonna Orr	<b>Center Phone Number:</b> 319-862-1050	
<b>On-Site Supervisors:</b> LaRonna Orr	<b>E-Mail Address:</b> lorr@asac.us	

**Date of Complaint:** 3/28/2014

**Date of Visit:** 4/2/2014

Scheduled       Unannounced       NA

Non-Compliance with Regulations Found       Compliance with Regulations Found       NA

**RECOMMENDATION FOR LICENSE**

- NO CHANGES to licensing status recommended**
- PROVISIONAL license from \_\_\_\_\_ to \_\_\_\_\_**
- SUSPENSION of License**
- REVOCAION of License**

**Summary of Complaint:**

On 3/28/2014, a complainant reported that today (that day being 3/28/2014) he/she heard staff "screaming" at the children. No further information was provided.

**Licensing Rules Relevant to the Complaint:**

109.12(2)a-d. Discipline does not allow - corporal punishment; punishment that causes humiliation, fear, pain, or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food, or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family.

**Inspection Findings:**

An unannounced visit was conducted to ASAC Heart of Iowa Child Care Center on 4/2/2014. The following is based upon a face-to-face interview with director LaRonna Orr, observations while on-site, and a face-to-face interview with each staff (8 staff) working in each classroom on the day and time of the complaint visit:

109.12(2)a-d. Discipline does not allow - corporal punishment; punishment that causes humiliation, fear, pain, or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food, or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family. THERE IS NOT ENOUGH INFORMATION TO DETERMINE IF THIS HAPPENED OR NOT. AS A RESULT, COMPLAINT IS NOT VALID. On 4/2/2014, licensing walked through all child care classrooms. Staff were observed interacting with the children in each classroom. Staff were not observed "screaming" at children. All staff denied that anyone talked with them about hearing any child care staff "scream" at children or talk with children harshly. All staff denied hearing any staff (coworkers) "scream" at children on 3/28/2014 or any other day. One staff in the infant room and one staff in the upper preschool room did talk about having to use a louder voice tone at times. Staff reported needing to do this when the room noise level gets loud making normal voice tones hard to hear. Staff reported louder voice tones may be used at pick-up time prior to lunch and drop-off time prior to nap/quiet rest. Staff denied, however, that the louder voice tone includes

"screaming". Infant room staff also reported using louder voice tones when singing with the children. Staff in the upper preschool room indicated they have started to blink the classroom lights as a sign for children to quiet down and wait for teacher instruction.

Staff in the upper preschool room also talked about an incident that occurred on 3/28/2014 which may have resulted in the complaint. Staff reported the children had just finished playing outdoors and were beginning to transition inside. Staff talked about how one child's parent arrived in the parking lot at the same time. Staff reported the child wanted to run to his/her parent rather than safely transition indoors. Staff reported her voice tone may have been louder than usual, at that time, in an attempt to keep the child safe. Staff indicated she did talk with the parent about the incident. Staff reported the parent expressed dislike that his/her child could not run into the parking lot area to see him/her.

Ms. Orr denied that anyone reported child care staff were "screaming" at children to her. Ms. Orr did indicate that an on-site program counselor reported on 3/28/2014 a parent "complained" to him/her about one child care staff but no specific complaint was noted.

**Special Notes and Action Required:**

Based upon the above, no further response to this report is requested.

If you feel something is unclear or unjustly cited, please contact me (phone 319-892-6827; email [alyons@dhs.state.ia.us](mailto:alyons@dhs.state.ia.us) <<mailto:alyons@dhs.state.ia.us>>) so that we may discuss the issue. If necessary, I can make a notation in your record. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report. If I have failed to provide for you any information discussed during my visit, please contact me and I will forward the information to you. Thank you

**Consultant's Signature:**



**Date:**

04/03/2014