



Iowa Department of Health And Human Services

CHILD CARE COMPLIANT

Name of Provider Laura Castell		County Marshall	
Care Address 208 3rd ST SW		City State Center	Zip Code 50247
Mailing Address PO Box 234		Mailing City State Center	Mailing Zip Code 50247
Phone 641-750-1996		Email	

Date of Complaint:	07/21/2025	Date of Visit:	08/07/2025
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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 ☒ NoDid this complaint result in a death to a child? ☐ Yes ☒ No**Summary of Complaint:**

The Department received a complaint regarding providers Laura Castelle and Tiffini Soria having an inappropriate exchange with a parent and using derogatory language in front of the children, failure to provide adequate communication with a parent, and the potential of an unapproved adult providing care to a couple of the children.

I completed an unannounced complaint visit on 8/7/2025. Prior to my visit, I had a personal conversation with one of the parents of an involved family, received communication from the provider about a pending disagreement with a family, reviewed a submitted email, and received a submitted text exchange. I was able to identify clear frustration on behalf of both parties involved, though neither described anger towards the other. Clearly, there was an emotional exchange during a pick-up in June where the providers and a parent were at odds with each other. I read and heard details of the exchange from both parties, though struggle to know exactly what was said or in what proximity to the children. Laura and Tiffini maintain a busy environment providing service to many children. It is possible there are moments where the providers have less time or patience with a situation. We did review the need to always remain professional, and address any frustrations with parents and not the children.

With regards to the reported lack of appropriate communication, I reviewed part of one of the children's files and read through more than a dozen parent-signed incident reports and behavior updates through the past several months. The providers described almost daily verbal updates and exchanges with the parent during pick-ups. There was a termination of services letter presented to the family granting a 2 week notice. The family opted to not return their children to the home.

When I arrived, a friend of the provider who is a grandparent to one of the infants was at the home. This is the second time this year I have seen this grandparent visiting her grandchild at the child care operation. She admitted to visiting her grandchild and "rocking the babies." This grandparent is not a HHS-approved assistant and we reviewed the requirement of being approved as an assistant or not visiting during child care hours.

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Rule Basis and Findings of Complaint(s):

Rule: 110.7(1)b "Frequently exchanges information with the parent of each child to enhance the quality of care."
 Findings: I have no evidence of non-compliance with regards to exchanging information with parents. I observed regular communication to the parent through daily reports, incident reports, and text exchanges.

Rule: 118.8(6)d "No child is subjected to verbal abuse, threats, or derogatory remarks about the child or the child's family."
 Findings: I found no evidence of ongoing verbal abuse or derogatory remarks surrounding the children in question. It does appear frustration was openly exchanged between a family and the providers during a pick-up date in June 2025. It is hard for me to completely re-construct the actual words exchanged or proximity to the children, however, both parties were clearly upset with the outcome of the encounter. I did review with the provider about keeping interactions with parents at a professional level at all times, and avoiding any derogatory remarks concerning the children. Any degree of non-compliance on that day appears limited and is difficult to assess.

Rule: 110.9(1)b(2) "Documentation from the Department confirming record checks have been completed and authorizing or limiting the person's involvement with child care."
 Findings: I did find non-compliance with use of an unapproved adult assisting with the children on multiple occasions. The person in question was present during my compliance visit earlier in the year, and was present at the home during my complaint visit. She is a grandmother to one of the infants in care and is a friend of the provider. It is only reasonable to assume that she sometimes assists other children when she is visiting her grandchild. Any future presence in the child care home will require that she be approved by HHS as an assistant. Both providers were agreeable to adding her as an assistant with a change application..

Resolution and Action Required:

No re-check is planned with the operation at this time. I will review our system in September to see that the friend has been added as an assistant. With no approval of the friend, she should not be visiting the home during child care hours.

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Consultant's Signature:	Earl Crow	Date of Visit:	08/07/2025
Supervisor Signature:	Sheila Aunspach	Date of Visit:	08/13/2025