

CHILD CARE CENTER COMPLAINT

Name of Center:	Florence M. Lakin Child Development Center	Enrollment:	45	License ID:	52550
Street:	850 N 14th ST	City:	Council Bluffs	IA Zip Code:	51501
County:	Pottawattamie				
Mailing Address:	1415 AVE J				
Mailing City:	Council Bluffs	IA Zip Code:	51501		
Director's Name:	Jessica McGee	Center Phone Number:	712-318-6778		
On-Site Supervisors:	E-Mail Address: jmcgee@themicahhouse.org				

Date of Complaint: 09-30-2025**Date of Visit:** 09-30-2025☒ Scheduled ☐ Unannounced ☐ NA☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found**RECOMMENDATION FOR LICENSE**☒ NO CHANGES to licensing status recommended☐ PROVISIONAL license from _____ to _____☐ SUSPENSION of License☐ REVOCATION of License**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:**

On 9/29/25, a staff member, Abby. C, was observed dragging a child by his arm on the playground. She was dragging him to a bench to sit him down. When the staff had a hold of his arm, it appeared as though the staff was pulling on the child so the child's legs were off the ground.

Licensing Rules Relevant to the Complaint:

109.12(2)a-d The center shall not use as a form of discipline:Center does not use corporal punishment including spanking, shaking, or slapping.Punishment which is humiliating or frightening or causes pain or discomfort is not allowed. Children shall never be locked in a room or closet. When restraints are part of a treatment plan for a child with a disability authorized by a parent and a psychologist or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint.Punishment or threat of punishment associated with illness, toilet training, or food or rest is not to be used.No child is subject to verbal abuse, threats, derogatory remarks about child or child's family.

Inspection Findings:

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On 9/29/25, Abby observed two two-year-old boys trying to put chalk down an opening in a rocking toy outside on the playground. Abby grabbed one child by the arm and dragged him to the bench on the side of the playground. The child's legs appeared to not be touching the ground. Abby then went to get the other two-year-old boy. Abby escorted the second two-year-old boy and took him inside. Abby was rough with the second boy, but his feet remained on the ground. Both boys were handled roughly.

This was brought to Jessica McGee's attention and she reviewed the video recording of the incident. I also observed the video recording on 9/30/25. There were two other staff outside on the playground when this happened. Neither reported what they saw to the director but reported it was due to them being out of ratio if they left the playground. Jessica said from the time it happened until the time she got outside was less than five minutes. She doesn't know if the other two staff would have made a report to her about what they saw or not because they were not given enough time.

Jessica terminated Abby for being rough with the two boys. Jessica is going to have the two staff who witnessed the incident take mandatory reporter training again as well as having them take Project Harmony's Child Abuse Awareness class.

Special Notes and Action Required:

Consultant's Signature:

Tausha Bottorff

Date:

10-06-2025