

CHILD CARE CENTER COMPLAINT

Name of Center:	Kountry Kids Child Care	Enrollment:	75	License ID:	50778
Street:	200 12th Street	City:	Harlan	IA Zip Code:	51537
County:	Shelby				
Mailing Address:	200 12th Street				
Mailing City:	Harlan	IA Zip Code:	51537		
Director's Name:	Mindy Gordon	Center Phone Number:	712-235-2411		
On-Site Supervisors:	E-Mail Address: kountrykids@fmctc.com				

Date of Complaint: 06-01-2026**Date of Visit:** 06-03-2026☐ 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 6/1/26, a complaint was received alleging that a staff member, B.M., restrained a three-year-old male child in a high chair due to his behaviors.

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 6/3/26, I made an unannounced visit to Kountry Kids Child Care. Mindy told me the day the incident happened that she was home sick. The parents contacted her at home on 6/1/26 due to their concerns. Mindy was able to show me videos of the incident. Mindy showed me two different videos of the incident. The videos showed the three-year-old child being carried into the two-year-old room, where B.M. was working, from the preschool room. B.M. placed the child on the ground next to the wall and changing table. The child continued crying and throwing a fit. B.M. finished changing diapers and when she walked away, the child calmed down and stopped crying. B.M. returned to the area and the child became upset again. She asked the child about breakfast and as he continued to cry, she placed him in a high chair. She said if he did not calm down, he would not get breakfast. B.M. placed the child into the high chair as a form of restraint. He was unable to get out. The child was demonstrating some acting out behaviors while in the high chair and it appeared the child could possibly have tipped the high chair over. B.M. put him in the high chair at 9:02 AM. She told him that when he calms down they would talk. She was threatening to withhold breakfast. B.M. returned at 9:05 AM and buckled him in as she did not do so when she initially put him in the high chair. She let him down at 9:09 AM. The child then sat down to eat.

I watched the video from a different angle and it showed B.M. sitting the child on the ground next to the wall and changing table. B.M. held him down with her foot.

I watched the video of him in the preschool room before being moved to the two-year-old room. He was in a time out and he would not stay in his timeout. He threw and kicked the portable stairs he was sitting on. One staff member showed him the timer of what was remaining which upset him. The video did not show what the child did that lead to the timeout.

The child did not have a treatment plan that required physical restraint.

On 6/9/26, I was informed that B.M. was no longer employed at Kountry Kid Child Care.

Because B.M. didn't follow protocols for discipline and implementation, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.12(2) AS IT PERTAINS TO RESTRAINING A CHILD.

Special Notes and Action Required:

B.M. is no longer employed with the center. Mindy has decided that all staff will need to take PBIS training and/or other behavioral training recommended by CCR&R. She has agreed to work with CCR&R to address the concerns and discuss possible treatment that would be best suited for her employees. Mindy needs to review discipline and implementation of discipline with her staff. I suggested Mindy closes the center for one day so all staff can complete their training to help ensure the safety of all the children.

I would recommend that Mindy not be in ratio so often. She needs to be a director and be available to her staff and the children when needed. Mindy may have been able to assist with the child if he was having behaviors had she been available. Although Mindy was not in the building on the day this happened, she is often in ratio and is not aware of what is going on with her staff and the children that are being cared for by the staff. The director must ensure services are provided for the children within the framework of the licensing requirements. The center director must have overall responsibility for carrying out the program and ensuring the safety and protection of the children.

Consultant's Signature:

Tausha Bottorff

Date:

06-11-2026