Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Story Time Childcare **Enrollment:** 1 **License ID:** 16815

Street: 84 Main Street **City:** Maxwell **IA** **Zip Code:** 50161 **County:** Story

Mailing Address: PO Box 214

Mailing City: Maxwell **IA** **Zip Code:** 50161

Director's Name: Mandy Lindamoen **Center Phone Number:** 515-387-1259

On-Site Supervisors: **E-Mail Address:** stcc@iowatelecom.net

Date of Complaint: 09-12-2025 **Date of Visit:** 09-24-2025

[ ] Scheduled **[X]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] 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 ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

On 9/8/25, it is alleged a staff with Story Time Childcare "grabbed" a child (age 4) by their arm and dragged the child to another part of the center. There was not information provided that indicated the child incurred a physical injury.

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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I visited the center unannounced 9/25/25. I had been in contact with acting director Mindy Lindemoen regarding the concerns. The staff involved was not in work status at this point and the day care board was reviewing the situation. The acting director indicated an internal investigation was initiated immediately upon learning of the concerns. The parents of the child were notified immediately and an incident report completed. The acting director was not aware if the child had a physical injury from this encounter.

Statements from staff (1, 2, 3, and 4) that were present at the center when this occurred were provided. Staff 1 indicated hearing a commotion which caused the staff 1 to look toward the child's and staff's 4's direction. Staff 1 indicated seeing the child and staff 4 in the office when the door was "slammed shut" with staff 4 continuing with yelling.

Staff 2 statement indicated hearing staff 4 yell at the child involved and hearing the child was struggling on this day, however staff 2 was working in a different classroom so did not see further.

Staff 3 observed the child between staff 4's legs "trying to get out of it". Staff 3 offered to take the lead with the child, so allow staff 4 a time away and to de-escalate the situation. Staff 3 indicated that instead of leaving staff 4 took a phone out and started to video record the child while the child attempted move while staff 4 followed the child around the classroom while also telling the child they (staff 4) were going to send such to their parent. Staff 3 statement indicated this served only to escalate the situation. Staff 3 statement indicated at this point staff 4 "grabbed" the child by the arm and "pulled" the child to the office; with staff 4 "slamming the door behind them". Staff 3 indicated the child could be heard continuing to yell with staff 4 "yelling back".

An additional statement from a person present when this occurred was also provided . The this witness statement indicated there was "a screaming match" between the child and staff 4; staff 4 "grabbed the child by the arm and ripped them in the office". The office door was slammed, leaving the child and staff 4 inside the office.

I located a phone number for the staff at interest (staff 4) and contacted that staff person. We discussed this concern. Staff 4 indicated the child had run around in the classroom and had fallen, when staff 4 stepped in. Staff 4 indicated "grabbing the child by the arm and walking to the office". Staff 4 denied "dragging" the child. Staff 4 acknowledged taping the child, sending the video to another staff with the intent of sending the footage to the child's parent.

I discussed with the acting director that the center and board would follow up on the internal investigation and the staff involved no longer has access to the child.

There is significant information that a licensing violation did occur. The center is found in non-compliance with Iowa Administrative Code 109.12(2)a-d The center shall not use as a form of discipline: ...(b) 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 and (d) No child is subject to verbal abuse, threats, derogatory remarks about child or child’s family.

Special Notes and Action Required:

The board governing the child care policy took immediate action as did other staff immediately present when this occurred to ensure the safety of the child. An internal investigation was conducted as well. The parent was notified.

No other actions required at this time.

Consultant's Signature:

Maggie Gibson, SWIV

Date:

01-05-2026