

CHILD CARE CENTER COMPLAINT

Name of Center:	Lakin Foundation Child Development Center-Kids PJ	Enrollment:	43	License ID:	6893
Street:	103 Central ST STE 100	City:	Glenwood	IA Zip Code:	51534
County:	Mills				
Mailing Address:	103 Central ST STE 100				
Mailing City:	Glenwood	IA Zip Code:	51534		
Director's Name:	Rhonda Maiers	Center Phone Number:	712-527-5264		
On-Site Supervisors:	E-Mail Address: kidsplace@glenwoodschoools.org				

Date of Complaint: 08-18-2025

Date of Visit:

☒ 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:**

I received three separate complaints with similar allegations. On 8/18/25, it was reported there were hazards at the center. For example, there were pipes sticking out of the walls that would cause a tripping hazard to the children. It was reported toys and diaper changing tables are not sanitized and disinfected. Staff are not current with their trainings. Teachers do not have a way to contact management in case of an emergency. A teacher had to ask a parent to maintain ratio so they could use the restroom as they were unable to reach management. On 8/20/25, another call was received that most of the rooms were out of ratio that morning. Also on this date, I received an email and photo of the pipes sticking out of the wall.

Licensing Rules Relevant to the Complaint:

109.7(2) Center directors and all staff have the required contact hours of training.

109.10(14)a The center and supervisor shall ensure that staff knows names and number of children assigned. Staff shall provide careful supervision.

109.10(14)b Any person who does not have a record check completed shall not have unrestricted access to children for whom that person is not a parent, guardian, or custodian.

109.12(4)b Each infant and toddler shall be diapered in a sanitary manner as frequently as needed at a central diapering area. Diapering, sanitation, and hand-washing procedures shall be posted and implemented in every diapering area. There shall be at least one changing table for every 15 infants.

109.12(4)d Safe, washable toys, large enough so they cannot be swallowed and with no removable parts, shall be provided. All hard-surface toys used by children shall be sanitized daily.

109.15(3) Centers shall ensure that the indoor and outdoor space occupied by the center is sanitary, safe, and hazard-free. Outdoor space used for recreation during the school day is sufficient for use by the child care program.

Inspection Findings:

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On 8/21/25, I met with Nicole Kooiker, the Superintendent. She walked me through the building. The building was remodeled over the summer and is not completely finished yet. The center had used the Glenwood Northeast Elementary School for the summer, but due to school resuming, they had to return to the center where they are originally housed. Walking through the entire building, there were some hazards due to construction workers being onsite. Things such as paint cans, ladders, etc. were in areas such as hallways and stairwells. I did not see any hazards in any of the programming rooms. There were previously pipes sticking out of the wall in one of the programming rooms. Nicole showed me where the pipes were and that they had been cut off. There was a shelf in front of the cutoff pipes, so they were not accessible to the children, and they were no longer a hazard. Nicole anticipates everything should be done by 9/22/25. All of the rooms were in ratio. Nicole does not believe a parent was asked to help staff be in ratio to use the restroom because they couldn't contact management since there are phones in each room. Nicole reported all of the rooms have a landline phone that allows them to contact the front desk. I observed the phones mounted on the walls in the rooms. The staff also can contact Rhonda via cell phone. Nicole reported they sanitize the toys daily and the diapering station after each use. Kristine mixes new bleach water every morning. The directors have spent extra time sanitizing the toys and have started delegating more responsibilities to the staff. Nicole has observed staff sanitizing tables and chairs. Staff are not current on their professional development. This has been an ongoing issue. I reviewed four files. One needed mandatory child abuse training and three needed their annual professional development required hours. Nicole reported they are having a hard time getting staff to do their training because some don't want to work over 35 hours due to reasons such as second jobs or attending college. They have offered evenings and Saturdays to do their professional developments. I informed Nicole that all staff needed to be current with their professional development by 9/22/25 and to notify me when staff are current. Nicole stated new staff have all of their professional development done before they start.

While walking through the building, I observed two other safety concerns that were not originally reported. One infant had a pacifier in their mouth that had a string connecting it to the infant's clothing. Staff immediately changed the pacifier once it was pointed out to them. In two rooms, the staff's purses were sitting on a shelf. I informed Nicole all purses needed to be out of reach of all children.

Special Notes and Action Required:

Nicole needs to make sure all staff are current with their professional development by 9/22/25. Nicole will notify me when they are current.

Staff need to keep their purses out of reach of children at all times. Nicole needs to make sure staff understand this.

Staff need to provide careful supervision to all children when they leave their programming rooms due to the safety hazards throughout the building while they finish remodeling.

Consultant's Signature:

Tausha Bottorff

Date:

08-22-2025