Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Hanson Family Life Center **Enrollment:** 40 **License ID:** 22430

Street: 306 S 6th ST **City:** Forest City **IA** **Zip Code:** 50436 **County:** Winnebago

Mailing Address: 916 W I ST

Mailing City: Forest City **IA** **Zip Code:** 50436

Director's Name: Lisa Olson **Center Phone Number:** 641-585-5220

On-Site Supervisors: **E-Mail Address:** childcare@forestcityymca.org

Date of Complaint: 09-29-2026 **Date of Visit:** 10-30-2026

[ ] 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:

A complaint was received that an employee of Hanson Family Life Center had shoved a child into a bench causing the child to hit their head though no injury resulted.

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:

An unannounced visit was made to the Hanson Family Life Center where I met with the center director, Lisa Olson. Lisa was informed of the complaint and stated she was aware of the concern, and that in fact there had been other issues which had also been reported to her and observed by her. Lisa stated that another employee had approached her stating they had observed the employee, (SH), on the playground with a group of children. SH was reported to have been sitting on the slide with the child near by. The employee stated SH pushed the child causing the child to fall and strike their head on a bench. The child then started to cry and the employee heard SH say, "Oh you're fine". The employee stated they had not been close enough to hear anything that was said prior to the incident and did not know why SH had pushed the child. Lisa stated that when she spoke with SH about the incident SH reported the child tripped and fell.

Lisa was asked about the other concerns she was aware of. Lisa stated that one incident was a situation she had observed directly. Lisa stated that she had entered the classroom and heard the teacher speaking to a child that had a toileting accident and had wet themself. Lisa stated that the teacher said, "How old are you?", and "What were you doing", in a very demeaning manner. Lisa stated that she responded by reassuring the child that it was OK and that accidents happen. Lisa stated that SH immediately changed her tone and suggested that the child may have just dumped water on themself as soon as she realized Lisa was there. Lisa stated that the other incident occurred when an individual had come to the center to inquire about possible employment opportunities and reported having observed SH "grab a child by the arm and yank it".

Lisa stated that she had followed up with the employee both informally and formally following the incidents. I was able to review the employee's file. Documentation was present including written statements from witnesses who had observed the identified concerns. and the administrative response taken by the center.

Based on the information obtained this complaint is SUBSTANTIATIATED for violation of Licensing Standard 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.
-- Lisa provided credible information that she was aware of employee identified in the complaint having engaged in actions prohibited by both licensing standards, and center policies. Lisa stated that she had both directly observed one incident, and administratively investigated the other concerns. Lisa stated that it was confirmed that the employee had used demeaning and derogatory tones and statements in response to a child having a toileting accident, and used physically aggressive interactions with children in response to their behavior. Lisa stated that she had followed up with the employee with both informal and formal administrative actions following the incidents.

Special Notes and Action Required:

Based on the information obtained this complaint is SUBSTANTIATED. The center director did take appropriate administrative actions. No further actions are required or recommended. A full license will remain in effect.

Consultant's Signature:

Ray Salsbury

Date:

10-01-2026