

CHILD CARE CENTER COMPLAINT

Name of Center: Florence M. Lakin Child Development Center	Enrollment: 47	License ID: 52550
Street: 850 N 14th ST	City: Council Bluffs	IA Zip Code: 51501
Mailing Address: 1415 AVE J		County: Pottawattamie
Mailing City: Council Bluffs	IA Zip Code: 51501	
Director's Name: Jessica McGee	Center Phone Number: 712-318-6778	
On-Site Supervisors: Samantha O'Brien	E-Mail Address: jmcgee@themicahhouse.org	

Date of Complaint: 11-20-2025**Date of Visit:** 11-24-2025
☒ 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 11/19/25, staff member Patricia A. dropped a four-year-old child on the ground resulting in him landing on his back and hitting his head.

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 11/24/25, my coworker, Jenna Cline, and myself had a scheduled visit at Florence M. Lakin Child Development Center. I met with my HHS coworker, Jenna Cline, and Director Jess McGee after my coworker had a conversation with the child and the child's parents. Upon watching the video footage, it is apparent that Patricia A. picked the child up and had him in a bear hug facing outwards. Patricia A. then threw the child to the ground and he landed on his buttocks, back, and hit his head.

Director McGee said this information was brought to her attention on 11/19/25 by the Assistant Director, Sam O'Brien. Staff member E.R. had informed Assistant Director O'Brien of seeing Patricia A. drop the child, but she was not sure if Patricia A. dropped the child or threw the child. E.R. completed an incident statement in which she said she observed Patricia A. in the classroom. The four-year-old child was hitting another child and Patricia A. picked up the four-year-old child and walked him to the front of the room. E.R. had turned her head and did not see what happened but heard the four-year-old child crying. E.R. overheard another child ask Patricia A. why she slammed the four-year-old child on the ground. E.R. notified Assistant Director O'Brien who in turn notified Director McGee. By the time Director McGee found out about what had happened, Patricia A. had already left for the day. Director McGee did a visual inspection of the child and he did not appear to have any injuries nor did he report being in any pain. Director McGee notified the child's parents. Director McGee sent a message to Patricia A. telling her she was on suspension. Patricia A. later emailed her resignation to Director McGee later that night.

Director McGee reviewed the video footage on 11/20/25. In reviewing the video footage, she was able to corroborate the events that had occurred as described by E.R. and it was clear that Patricia A. threw the child, which caused him to land on the floor. He hit his buttocks, back, and head. Had Patricia A. not resigned, she would have been terminated for violating the center's policies and not following Iowa HHS guidelines. Director McGee notified Iowa HHS who in turn notified the Council Bluffs Police Department. Director McGee and Florence M. Lakin Child Development Center have cooperated fully with Iowa HHS and the CBPD.

Because Patricia A. didn't follow protocols for discipline, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.12(2)A-D AS IT PERTAINS TO DISCIPLINE OF CHILDREN.

Special Notes and Action Required:

Director McGee has taken steps to try to prevent this from happening again including:

1. The staff member who brought this to the director's attention was praised for coming forward with the concern. Director McGee wants to make staff feel comfortable with bringing concerns to her.
2. A staff meeting was held in which the situation was explained to staff and how the center took the proper steps in cooperating with Iowa HHS and CBPD. Staff were encouraged to come forward in the future if they have concerns.
3. Staff were informed of what consequences could be in the future if they found themselves in a similar situation.
4. Director McGee informed all staff that EAP counseling services are available at no cost to the employees.
5. Director McGee developed a guide on how staff could encourage other staff to take breaks or walk away if they identify escalating situations. They discussed nonverbal cues to help staff recognize their own behaviors if they are concerned about how things may escalate. They stressed that staff members need to work as a team.
6. Staff had to reread policy and sign a new acknowledgement letter. It will be added as an addendum to the policy handbook.
7. A discussion was had about the only times that hands on could be used which includes being a threat to a child's safety.

Consultant's Signature:

Tausha Bottorff

Date:

12-23-2025