Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Lakin Foundation Child Development Center-Kids Pl **Enrollment:** 100 **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: Nicole Kooiker and Clyde Sheard **Center Phone Number:** 712-527-5264

On-Site Supervisors: **E-Mail Address:** kidsplace@glenwoodschools.org

Date of Complaint: 09-04-2026 **Date of Visit:** 09-10-2026

[ ] 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:

It was reported that on 9/4/26, staff member Q.R. aggressively grabbed a one-year-old child and roughly restrained her in a high chair after she was crying and upset. It was also reported there has been at least one instance that one staff member was in a room with 8-9 old one-year-old children. The ratio for staff to children in a one-year-old room is 1:4.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required:Brief absence of staff person permitted for 5 or less minutes when another staff person is presentAt least one staff is present in every room where children are resting.If ratio reduced to one staff per room during nap time, does not exceed one hour and ratio in center is still maintained.Ratio in infant rooms is always maintained.When more than eight children are present on the licensed premises, at least two staff members shall be present.For a period of two hours or less at the beginning and end of the center's hours of operation, one staff member may care for eight or fewer children, provided no more than four of the children are under two years of age and there are no more than eight children in the center.Ratio exceeded for school-age children when school classes unexpectedly start late, are dismissed early, or cancelled. For no more than four hours, care is limited to children already in the program and licensed capacity is not exceeded.

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:

On 9/10/26, I met with staff member Q.R. She is currently working in the one-year-old room and has been since mid-August. She works first thing in the morning when children are arriving. On 9/4/26, the one-year-old child was the only child in the room. The mother had set her in the smaller playpen area. The child pushed the shelves to try to get out. The mother then moved her to the other playpen and the child was pushing on the gate. She has broken the gate in the past. About one minute later, another child arrived. Q.R. moved the one-year-old child to a high chair that sits on the floor. Q.R. strapped her in and put the tray on it. Q.R did not feel she was aggressive with the one-year-old child, but she may have picked the child up fast and set her down fast appearing to be aggressive. Q.R. did this because when the one-year-old child is alone in one of the areas, she will shake the fence. She has broken the fence in the past and has even grabbed other children by the hair. Although there were no other children present at the time, she may have broken the fence if she had shaken it. The one-year-old child was in the high chair while Q.R. checked the second child in. The director, Clyde, walked into the room with the mother of the one-year-old child and asked why the child was in the chair. Q.R. told Clyde it was just until she could get both kids in the playpen area and she could be with both kids. After both kids were checked in and Q.R. did some basic caretaking work such as documenting diaper changes, she put both kids in the playpen and both kids were playing fine. Both kids were interacting with Q.R. The one-year-old child did not appear to be fearful of Q.R. Q.R. did not feel she did anything wrong. She said the child was sitting quietly in the high chair and wasn't throwing a fit or upset in any way.

Another concern identified is Q.R. was over numbers that morning. She had seven kids in the room prior to the second staff showing up at 7:30 AM. The correct ratio for children under two years old is 1:4. The room was clearly over numbers.

I spoke with several other staff including N.K., A.F., K.H., and R.J. None had any concerns about Q.R. and her interactions with other children. None had ever seen Q.R. be aggressive with any children.

On 9/11/26, I talked with Clyde Sheard, the director. On the morning of 9/4/26, Clyde was in his office. The one-year-old child was the only child in the room with Q.R. The mother came to Clyde's office and told Clyde that Q.R. picked up the child aggressively and put the child in the high chair. Clyde talked with Q.R. about not putting a child in a high chair unless it is for eating. She cannot use it as a form of restraint. Q.R. told Clyde she put the child in the high chair because the child was shaking the fence and appeared it was going to break. She put the child in the high chair until she was able to get to her after checking the other child in. Clyde told her she cannot put a child in a high chair for any other reason than eating.

I talked with Clyde about being over numbers. He said the room with the one-year-old children fills up the fastest. Clyde watches number so he can help. We discussed the ratio rules for the first two hours of the day and the last two hours of the day. I talked with Clyde about bringing in a second staff earlier in the day for the one-year-old room to make sure they are not over numbers.

Because Q.R. 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.

The center is also FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.8(2) AS IT PERTAINS TO STAFF RATIO. Q.R. reported being in a room with seven one-year olds at one time and the ratio is 1:4. Even if it was the first or last two hours of the day and a staff person is allowed up to eight children at a time, there still can be no more than four infants at a time (infants are identified as any child under two years old)

Special Notes and Action Required:

I was able to talk with Clyde Sheard, the director, about ratio. Clyde is aware of the age requirements and knows there can be no more than four infants at any one time. He knows the ratio is 1:4 for children under two. He said when they combine children for the first and last two hours of the day it is for the older children upstairs and not for the younger children.

I talked with Clyde about bringing in a second staff member earlier in the morning for the one-year-old room. It appears it is the classroom with the greatest number of children in the room in the mornings and one staff member is unable to manage the number of children. The correct ratio for children under two years old is 1:4.

I also talked with Clyde about putting a child in a high chair for any other reason than eating is considered restraining a child. Clyde has talked with Q.R. about this. It is recommended that Clyde talk with all of the staff members about the restrictions of restraining a child in a high chair for any other reason than eating is not allowed even if the staff does not feel it is a form of restraint or for discipline.

Consultant's Signature:

Tausha Bottorff

Date:

09-17-2026