

CHILD CARE CENTER COMPLAINT

Name of Center: Sheryl K Johnson Child Care Center	Enrollment: 90	License ID: 18160
Street: 400 Gleason Avenue	City: Council Bluffs	IA Zip Code: 51503
County: Pottawattamie		
Mailing Address: 400 Gleason Ave		
Mailing City: Council Bluffs	IA Zip Code: 51503	
Director's Name: Jessica McGinnis	Center Phone Number: 712-323-3703	
On-Site Supervisors:	E-Mail Address: mcginnisj@saintalbertschools.org	

Date of Complaint: 06-23-2026**Date of Visit:** 06-25-2026
☐ 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:**

A referral was received on 6/23/26 that listed a variety of concerns. The main concerns identified were allegations of physical discipline by staff member Z.K. on a two-year-old male child that previously attended the center and a two-year-old male child that currently attends the center. It was reported staff member L.S. denied a child food at meal time. During my interviews, I learned of staff member J.V. putting children behind curtains for timeouts and the children were not able to be seen by any staff member due to the curtains being closed and Z.K. using physical discipline on a two-year-old female child while outside.

Licensing Rules Relevant to the Complaint:

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

109.12(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 6/25/26, I made an unannounced visit to the Sheryl K Johnson Child Care Center. I initially met with the director, Jessica McGinnis, and then met with eight other staff members individually. I explained the purpose of the visit to Jessica and explained there were numerous concerns reported in the complaint. Jessica was aware of the situations that were initially reported that led to the complaint that was filed.

Jessica reported the incident that involved the child that formerly attended had been investigated by staff. It was reported that Z.K. spanked the child. Jessica reviewed the video footage of the incident and determined the child was not spanked. The child was throwing a fit. Z.K. lifted the child up by his arm because he wouldn't stand. Z.K. used her other arm and swept the child underneath his butt to lift him since he wouldn't stand. The second arm was bearing the child's weight. Jessica said in reviewing the footage she did not observe Z.K. using any physical discipline on the child. The video footage had

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been erased as it is only kept for 60 or 90 days and this happened much earlier in the year. Jessica estimated it happened in January or February. I talked with multiple staff from the center about this incident. All of the staff reported hearsay information. One staff member reported hearing the boy say to Z.K. something about why she treats him so meanly. Nobody had any first-hand knowledge about this incident. I talked with Z.K. She said the child was being aggressive towards other kids. She tapped his legs because he was kicking other kids. The child told his mom he was spanked but Z.K. told Jessica she didn't do anything. Z.K. lifted the child up from the floor with one arm and brought him to his feet. She then escorted him away from the other kids. Z.K. denied she ever picked him up or that she spanked him even though Jessica reported seeing it on the video.

Jessica reported she knew about the incident that involved the child that currently attends the center. It was brought to her attention that Z.K. spanked the child. Jessica had the mother come in and meet with her. The mother said that her child was having inconsistent statements about whether he was hit by Z.K. The mother said she was not concerned because her child is not afraid of coming to the center or being around Z.K. I talked with multiple staff and nobody had any first-hand information that Z.K. spanked the child. One staff member had heard from the mother that the child said Z.K. spanked him and he also told his mother one day that he had a good day because Z.K. didn't spank him. Nobody has any first-hand knowledge of Z.K. spanking this child. I talked with Z.K. about the incident with this child that currently attends the center. Z.K. said she has never spanked the child. He is a good kid and does not have any behaviors. Z.K. talked with his mother and she told Z.K. that the child said she hit him on the head. Z.K. told me she taps the children on the head when she is counting kids. She does this every time she counts kids. Z.K. talked to the mother and asked her to come to Z.K. if she had any concerns. There was a minimum of two staff who confirmed Z.K. taps children on their heads when she is counting children.

On 5/21/26, a two-year-old female child had fallen asleep and did not get lunch. According to staff, she arrived at the center and had a rough morning at home prior to arriving at the center. The mother mentioned she had not gotten much sleep the night before. The child was having some behavioral issues so staff took her to the front office to sit with L.S. While sitting at the front office, the child fell asleep. At lunch time a staff member came to get the child and L.S. suggested they continue to let her sleep due to getting little sleep the night before. G.H. made her a plate of food for when she returned to the room but the plate disappeared. G.H. did not recall anyone saying she didn't need to eat or that they were withholding food from her due to the previous behaviors. J.V. reported she had thrown all of the food in the garbage and nobody saved her any food. She was moved from the office to her cot in the room. She slept until approximately 2:10 PM when she was woken up for snack. She was provided with two snack servings. J.V. said she notified the mother that she did not get lunch on that day. I talked with L.M. She was in the front office the day the child slept in the lobby. The child wouldn't sit in a chair and was throwing a fit but then fell asleep. She fell asleep before lunch. One of the teachers came to get her for lunch but L.S. suggested she be allowed to continue sleeping. Later someone came and got her then took her back to her room. L.S. didn't know anything about her food intake on that day. Only the three staff members had any first-hand knowledge. All other staff only had hearsay information.

On 6/23/26, it was reported that Z.K. hit a child with a shoe. The staff member reported that a three-year-old child wouldn't keep her shoes on while outside. Z.K. then took her shoe and hit the child on her head with her shoe. The information provided by this staff member was not first-hand. Staff member G.H. saw first-hand what happened on the playground. The child kept taking her shoes off. Z.K. grabbed the child's shoe and hit her foot with the shoe. She hit the child's bare foot with a white sandal. G.H. does not believe the child was hit hard enough to leave a mark. The child was not bothered by it and did not cry or get upset. G.H. said she had never seen Z.K. hit a child before. I talked with Z.K. who said she told the child not to take her shoes off but denied she hit the child. All other staff that I talked to have no first-hand information.

Another allegation was that staff member J.V. puts children in timeouts in the bathrooms in the hallway between two classrooms and closes the curtain so the children are not able to be seen by staff. The person who reported this had no first-hand information. Staff member G.H. has observed J.V. put children in timeouts in the bathroom but has never seen her shut the door. The children would still be visible depending on where staff are standing in the room. B.C. has witnessed Janet put children inside the bathrooms for timeouts; however, she didn't have any details. She saw it happen to a girl in J.V. classroom. If the children were in the bathroom, staff would not be able to see the kids. B.C. returned a short time later with a picture of a child in timeout in the hallway between the two rooms. The child was not in the bathroom but was in the hallway and the curtains were shut. I talked with J.V. who initially denied putting the children in the hallway or bathroom for timeouts. She said if a child has behaviors, she will start with placing the child in the room near the bookcase and if that doesn't work then she will put them in the hallway. She denied she shuts the curtain. I then showed J.V. the photograph that had been provided to me of J.V. putting a child in the hallway between the two rooms and the curtains were shut. After being shown the photo and questioning J.V. again, she finally admitted to putting children in the hallway between the two rooms and closing the curtain so the children would not be viewable by staff. I informed J.V. this was not allowed.

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After talking to eight staff members I talked with Jessica again. I informed Jessica that J.V. is putting children in the hallway between the two rooms and closing the curtain which would prevent staff from being able to see the children. I told Jessica this was not allowed and would be a citation. I told her there was not enough information regarding Z.K. using physical discipline; however, due to the number of reports for physical discipline, it is quite possible that it is happening. I told Jessica she needs to have a talk with Z.K. and make sure she understands physical discipline is not allowed. I recommend that she read the policy and make sure she understands the policy. Jessica needs to lay out what the consequences will be if physical discipline is used. Another report of physical discipline may result in a citation. Regarding the child sleeping through lunch, it does not appear the child was denied lunch as a form of discipline. It appears she was sleeping and staff thought it better to allow her to sleep than waking her for lunch.

Because J.V. didn't follow protocols for supervision, the center is FOUND TO BE IN NON-COMPLIANCE WITH LICENSING REGULATION 109.10(14)A AS IT PERTAINS TO SUPERVISION OF CHILDREN.

Special Notes and Action Required:

I informed Jessica that she needs to have a conversation with staff that they should bring concerns to her first so she can address them. It is clear in talking with the eight staff members that there are a lot of things going on that Jessica does not realize. Jessica also has to deal with many staff members and they don't all get along. In talking with the staff, they would feel the need to "tattle" on other staff if they were being questioned. Jessica needs a better handle on her staff and what is going on in the center. I recommend Jessica have individual sessions with each staff member and also an all staff meeting to address the issues that are going on in the center.

Consultant's Signature:

Tausha Bottorff

Date:

06-26-2026