



IBLCE reserves the right to make public notification of written reprimands to the certificant, suspension of the certificant for a designated period and revocations of IBCLC certification as a result of the IBLCE Disciplinary Procedures.

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**Permanent Revocation of Certification**

IBCLC certification for the following individuals has been permanently revoked and they are permanently barred from applying for re-instatement of certification as an International Board Certified Lactation Consultant.

**Chris Haffner-Eaton** of Oregon USA: Effective August 21, 2002 for theft of items from exhibitors at the International Lactation Consultant Association conference in Acapulco Mexico In July 2001.

**Heasook Kim** of Seoul Korea and California USA: Effective February 24, 2005 for serious and repeated breaches of the security of IBLCE’s international examination. Ms. Kim admitted that she had copied photos used in the 1999, 2000, and 2001 IBLCE examinations onto slides and retained them for her use.

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**Suspension of Certification**

IBCLC certification for the following individuals has been suspended for a designated period of time.

**Ming-Zhu Dong** of Dalian, China: Suspension for one year effective March 2, 2019. IBLCE found that Ming-Zhu Dong’s use of nonstandard terminology regarding breast massage to expel breastmilk from deep reservoirs is not supported by scientific evidence and does not meet the obligation imposed on IBCLCs to adhere to a standard of reasonable care. IBLCE also found that, when promoting her breast massage business on social media, Ming-Zhu Dong failed to exercise independent judgement, avoid conflicts of interest and failed to maintain personal integrity and found that Ming-Zhu Dong failed to uphold the professional standards expected of an IBCLC by using the IBCLC credential to promote her breast massage business. Ming-Zhu Dong must remove the IBCLC credential from websites, social media platforms and all other materials for the duration of the suspension and the Ethics & Discipline Committee reserves the right to impose or alter the sanction, including a sanction of indefinite suspension or revocation of the credential, for failure to comply.

**Brittany Maalona** of California, USA: Indefinite suspension effective April 19, 2019. Ms. Maalona was convicted of Embezzlement by Employee in the Superior Court of California and received a five-year probation sentence and court-ordered payment of restitution. While working as a Manager and Lactation Consultant and earning supervised Lactation Specific Clinical Experience hours towards her IBCLC Pathway 1 application, Ms. Maalona appropriated funds rendered for services performed on behalf of the IBCLC owned breastfeeding center. Ms. Maalona failed to report her felony conviction in 2017 per IBLCE Scope of Practice for IBCLCs. Ms. Maalona’s IBLCE credential shall be indefinitely suspended until such time as she is able to

demonstrate that she is released from court ordered probation and that she has paid the full restitution and court costs and is competent to return to the practice of lactation consulting as determined by IBLCE. The IBLCE Ethics & Discipline Panel has recommended continuing education related to professional ethics. Should Ms. Maalona seek to apply for the credential at a time when she is no longer suspended, she must demonstrate that she meets all then current requirements for certification. Ms. Maalona must provide all documentation that verifies completion of the pathway requirements. IBLCE will require Ms. Maalona to provide proof of education, employment, coursework and proof of any of the initial eligibility requirements in a complete, accurate and timely manner. Failure to do so will result in a denial to sit the IBCLC examination and/or disciplinary action pursuant to the Code of Professional Conduct. Ms. Maalona must remove the IBCLC credential from websites, social media platforms and all other materials for the duration of the suspension.

**Robin Hunter Serro** of Virginia USA: Indefinite suspension effective January 19, 2019. Ms. Serro entered into a Consent Order, a public record, with the Virginia Board of Nursing, in which Ms. Serro admitted that she had violated applicable law in Virginia, including substance abuse, resulting in the indefinite suspension of her license to practice professional nursing. Ms. Serro may only seek IBLCE certification in the future upon meeting established conditions. Ms. Serro must remove the IBCLC credential from websites, social media platforms and all other materials for the duration of the suspension.

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### **Public Reprimand**

IBLCE makes the following public notification of written reprimands to IBLCE certificants.

**Pamela Hirsch** of Illinois USA: Effective September 8, 2009 for repeated failure to comply with the IBLCE disciplinary process. Ms. Hirsch consistently refused to provide a written response to a complaint filed against her, therefore, her certification as an IBCLC is suspended until the IBLCE Ethics and Discipline Committee receives a written response from the respondent that addresses the charges of the complaint and the charges have been satisfactorily resolved. If Ms. Hirsch voluntarily surrenders her certification as an IBCLC and subsequently applies for reinstatement of her IBCLC certification, she must satisfy the conditions of Article XXVIII, Section B of the IBLCE Procedures for Discipline dated January 1, 2007, i.e. she must fully cooperate with the Ethics and Discipline process by responding to the Complaint. Only after her answer is received can the Ethics and Discipline Committee proceed with its investigation. Furthermore, if upon investigation, the Committee again finds that Probable Cause exists, the Respondent must fully cooperate with the disciplinary process described in the IBLCE Procedures for Discipline dated January 1, 2007.

**Christine Percy** of New South Wales Australia: Effective March 20, 2010 for repeated failure to comply with the IBLCE disciplinary process. Ms. Percy consistently refused to provide a written response to a complaint filed against her. Ms. Percy's certification as an IBCLC expired during the course of the investigation of the complaint. The IBLCE Ethics & Discipline Committee has determined that Ms. Percy is permitted to seek future Certification by Examination. However, should she seek certification in this manner, she must fully cooperate with the Ethics & Discipline process by answering the complaint that was filed against her. Only after Ms. Percy's answer has been received can the Ethics & Discipline Committee proceed with its investigation. If, upon investigation, the

Committee again finds that probable cause for disciplinary action exists, Ms. Percy must fully cooperate with the disciplinary process specified by the Committee.

**Jennifer Tow** of Connecticut USA and France: Effective April 27, 2016 for providing recommendations which were not informed by the best available evidence (Principle 1.2 of the *Code of Professional Conduct effective November 1, 2011*), for operating outside the scope of practice by making recommendations based on photographs without taking a history or conducting examination (Principle 2.1 of the Code of Professional Conduct effective November 1, 2011), for disclosing personal and private information in a non-private setting beyond the client's health care team (Principle 3.1 of the *Code of Professional Conduct effective November 1, 2011*). The Appeal Board affirmed the sanction of public reprimand on these bases as determined by the Panel below and strongly encourages the certificant to obtain 5 CERPs or other training related to these violations of the Code of Professional Conduct and provide evidence of the completed training to IBLCE within one year.