



MISSOURI DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION
OFFICE OF CHILDHOOD - CHILD CARE COMPLIANCE

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
5/11/2022

DVN
001456857

FACILITY NAME

CHILDTIME LEARNING CENTERS

FACILITY ADDRESS

2130 MICHIGAN AVE

CITY

ARNOLD

ZIP CODE

63010

PHONE NUMBER

(636) 282-2600

COUNTY

JEFFERSON

ASSIGNED SPECIALIST

GRAHAM, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(C)3.

Only constructive, age-appropriate methods of discipline shall be used to help children develop self-control and assume responsibility for their own actions.

5 CSR 25-500.182(1)(C)7.

Physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair shall be prohibited.

5 CSR 25-500.182(1)(C)8.

No discipline technique which is humiliating, threatening, or frightening to children shall be used. Children shall not be shamed, ridiculed, or spoken to harshly, abusively, or with profanity.

CONCLUSION SUMMARY

On May 12, 2022, Compliance Inspector (CI) Jessica Graham investigated the allegation that On May 11, 2022, Ms. Melissa had ahold of Child A's forearm with feet off the floor and Ms. Amanda noticed a red mark from where Ms. Melissa had been holding Child A's forearm. The allegation is substantiated based on the following information:

5 CSR 25-500.182(1)(C)3. which states: "Only constructive, age-appropriate methods of discipline shall be used to help children develop self-control and assume responsibility for their own actions."

AND

5 CSR 25-500.182(1)(C)7. which states: "Physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair shall be prohibited."

AND

5 CSR 25-500.182(1)(C)8. which states: "No discipline technique which is humiliating, threatening, or frightening to children shall be used. Children shall not be shamed, ridiculed, or spoken to harshly, abusively, or with profanity."

On May 12, 2022, assistant director Amanda Heinzer stated that on May 11, 2022, she was standing in the hallway, heard Ms. Melissa yell out her name, and when she looked over, Ms. Melissa had the door open was holding Child A (5-years-old) by the forearm with his feet off the ground. Ms. Melissa set Child A down on his feet and told her (Ms. Amanda) to take Child A. She noticed a hand print on Child A's arm.

On May 17, 2022, assistant director Rachel Mertens stated that she was covering in the kitchen and heard the classroom door open and Ms. Melissa yell for Ms. Amanda. She saw Ms. Melissa bring Child A out of the room by his arms and saw red marks on Child A's arms.

On May 17, 2022, Child C (5-years-old) stated that Ms. Melissa would yell at the kids about being bad but never hurt anyone. She saw Ms. Melissa pick up Child A by the arm because Child A was not laying down. She thinks it hurt Child A's arm because Child A said it hurt and had a red mark on his arm.

On May 17, 2022, CI Graham reviewed video footage of the incident. The footage was approximately 2 minutes long. The class was eating lunch and Child A was seen walking around the room. Ms. Melissa grabbed Child A by the wrist and lifted him off the ground. Ms. Melissa grabbed Child A by the other arm and carried him out to the hallway.

CORRECTIVE MEASURES

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The facility shall notify all staff members of the violations which were substantiated, and specify the actions to be taken by all staff in order to comply with all licensing violations cited. A copy of the memo, letter, or staff meeting agenda shall be submitted to the Office of Childhood.

COMPLETED (Y/N)

Yes

COMPLETED DATE

3/14/2023

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

10/18/2022

APPROVING SUPERVISOR

CHRISCO, MARLA L