



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
2/16/2023

DVN
000760396

FACILITY NAME

TENDERCARE LEARNING CENTER #11

FACILITY ADDRESS

4778 CENTRAL SCHOOL RD

CITY

ST CHARLES

ZIP CODE

63304

PHONE NUMBER

(636) 928-9907

COUNTY

ST CHARLES

ASSIGNED SPECIALIST

HUDSON, ELIZABETH

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

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

Brief, supervised separation from the group may be used based on a guideline of one (1) minute of separation for each year of the child's age.

5 CSR 25-500.182(1)(C)6.

Firm, positive statements or redirection of behavior shall be used with infants and toddlers.

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.

CONCLUSION SUMMARY

On February 16, 2023, the Office of Childhood (OOC) received an allegation that on the morning of February 16, 2023, staff member Sabrina Drew, picked up Child A, age 3, and Child B, age 16- months- old, by the back of their shirts and set them down on the floor on their bottoms hard and they cried. After conducting an investigation, Compliance Inspector (CI) Liz Hudson has found this allegation to be substantiated based on the following evidence:

5 CSR 25-500.182(1)(C)6., which states the following: "Firm, positive statements or redirection of behavior shall be used with infants and toddlers."

AND

5 CSR 25-500.182(1)(C)7., which states the following: "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)5., which states: "Brief, supervised separation from the group may be used based on a guideline of one (1) minute of separation for each year of the child's age."

On February 17, 2023, Compliance Inspector (CI) Liz Hudson conducted an unannounced inspection at Tendercare Learning Center #11. CI Hudson interviewed Area Director Sarah Paul, Director Savannah Smith as well as Teacher Elisa Nordam. CI Hudson also interviewed Parent A (Parent of Child A and Child B and also a teacher at the facility) while at the center. All staff interviewed witnessed Teacher, Sabrina Drew, inappropriately handle Child A and Child B. Staff stated that the children were in time out for over twenty minutes and that the facility has a no time out policy. Children are to be redirected and given positive reinforcement. If children are briefly separated from the group, they are required to be given an activity. According to staff, Ms. Drew has never conducted herself in an aggressive/unprofessional manner. Staff reported that this is an isolated incident. Ms. Drew was observed pulling Child A and Child B by their shirts and forcibly making them sit still by Ms. Drew. When staff as well as Parent A witnessed what was happening, staff intervened and Parent A immediately reported the incident to the director, as did other staff. Ms. Drew was terminated from employment at the center the same day.

On February 17, 2023, CI Hudson reviewed recorded video surveillance of the incident occurring on February 16, 2023. CI observed Ms. Drew place Child A and Child B on the ground in front of her while she stood over the two children supervising. Child A and Child B were placed in time out for a period of time exceeding twenty minutes. During this time frame, both Child A and Child B attempted to get up and/or crawl across the floor several times. Each time Child A and Child B moved from a seated position, Ms. Drew grabbed them by the back of their shirts or the upper/outer part of their arms and pushed them back down on their behinds with force. Both Child A and Child B were crying. Ms. Drew specifically picked up Child A and three times in a row,

picked him up and pushed him back down on his bottom. As Ms. Drew began to do the same thing to Child B, Parent A had walked in the room. Child B began to cry and as Parent A is getting ready to pick Child B up from the floor, Ms. Drew grabs Child B, spins him around and carries Child B, with one arm, out of the room and away from Parent A. Director Savannah Smith is seen intervening towards the end of the video clip as she picks up and holds Child B after Ms. Drew returned to the room with Child B.

CORRECTIVE MEASURES

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The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding the discipline of children. The facility must provide the Child Care Compliance Section with a statement, signed by all staff members (paid employees and paid/unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.

COMPLETED (Y/N)

Yes

COMPLETED DATE

4/25/2023

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

4/17/2023

APPROVING SUPERVISOR

CHRISCO, MARLA L