



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT

10/4/2023

DVN

001588858

FACILITY NAME

KINDERCARE LEARNING CENTERS LLC

FACILITY ADDRESS

4105 TELEGRAPH RD

CITY

ST LOUIS

ZIP CODE

63129-2736

PHONE NUMBER

(314) 892-1627

COUNTY

ST LOUIS

ASSIGNED SPECIALIST

FYFE, IAN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

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

Caregivers shall not leave any child without competent adult supervision.

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

Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises.

CONCLUSION SUMMARY

On October 4, 2023, the Office of Childhood (OOC) received an allegation that on October 3, 2023, Child A (3-years-old) was left outside on the playground alone for approximately ten minutes by staff member Tess Salmon. After conducting an investigation, Compliance Inspector (CI) Ian Fyfe has found this allegation to be substantiated based on the following evidence:

5 CSR 25-500.182(1)(A)1., which states the following: "Caregivers shall not leave any child without competent adult supervision."
AND

5 CSR 25-500.182(1)(A)3., which states the following: "Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises."

On October 4, 2023, Compliance Inspector (CI) Ian Fyfe conducted an unannounced inspection to Kindercare Learning Centers LLC and interviewed Assistant Director Whitney Mueller and staff member Theresa Salman. Both staff members provided consistent information. On October 3, 2023, Parent B (grandparent of Child A) approached Ms. Mueller and told her that Child A was on the playground by herself. Ms. Mueller walked Parent B to the playground and observed Child A to be outside by herself. Child A appeared to be upset. Child A was alone on the playground for approximately thirteen minutes. Ms. Mueller talked to Ms. Salman after Parent B and Child A left the facility. Ms. Salman lost track of Child A while they were on the playground due to a lot happening simultaneously. Ms. Salman thought that Child A's parents may have picked up Child A from the facility without notifying her.

On October 12, 2023, CI Fyfe interviewed Parent B (grandparent of Child A). Parent B arrived at the facility to pick up Child A on October 3, when she observed Child A to be alone on the playground. Child A was upset and screaming. Parent B went inside to notify facility staff members about Child A. Facility staff have since followed up with Parent B. Parent B received an apology for the incident and was informed that all facility staff will be re-trained.

On October 12, 2023, CI Fyfe interviewed Director Angie Butler. Ms. Butler was not present at the facility on October 3, but handled the incident over the phone after Ms. Mueller called her following the incident. Ms. Salman did not do a proper name-to-face count before transitioning the children back inside, which led to the incident happening. This is a first-time incident with Ms. Salman. Staff members did complete an accident report for the incident. Because of the incident, Ms. Salman will have Ms. Butler or Ms. Mueller oversee her transitions for the next sixty days. On October 9, 2023, all staff members participated in supervision training and received a refresher on transition procedures as well.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

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

COMPLETED (Y/N)

Yes

COMPLETED DATE

12/13/2023

with all licensing violations cited. A copy of the memo, letter, or staff meeting agenda(s) shall be submitted to the Office of Childhood.

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

12/1/2023

APPROVING SUPERVISOR

CHRISCO, MARLA L