



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

**COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

**DATE OF REPORT**

6/29/2020

**DVN**

000168232

**FACILITY NAME**

KINDERCARE LEARNING CENTERS LLC

**FACILITY ADDRESS**

3760 N JACKSON AVE

**CITY**

KANSAS CITY

**ZIP CODE**

64117

**PHONE NUMBER**

(816) 453-7520

**COUNTY**

CLAY

**ASSIGNED SPECIALIST**

SNODGRASS, PENNY

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-62.182 (1)(A)(1)

Caregivers shall not leave any child without competent adult supervision.

19 CSR 30-62.182 (1)(A)(3)

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

**CONCLUSION SUMMARY**

Section for Child Care Regulation (SCCR) has determined that based on observation and interviews that this allegation is substantiated.

On June 29, 2020 Child Care Facility Specialist (CCFS) Penny Snodgrass received a call from Director, Carly Junod concerning an incident at the facility. Carly Junod stated that on June 29, 2020 at approximately 3:07 PM she found Child A coming out of the bathroom in the three (3) year old classroom unattended. Staff member, Holly Robinson was the teacher who left Child A unattended when she took the rest of the three (3) year olds outside on the playground.

On July 1, 2020 Child Care Facility Specialist (CCFS) Penny Snodgrass conducted an unannounced inspection at the facility. During the inspection CCFS Snodgrass conducted an interview with Holly Robinson. Holly Robinson stated that she left Child A alone in the classroom on June 29, 2020 and that she thought that she had Child A with her as she took the other children outside. Holly Robinson admitted that she forgot to check the bathroom before she went outside at approximately 3:00 PM. Holly Robinson stated she didn't follow Kinder Care procedures because she didn't do name to face attendance before she went outside on the playground and then when she got to the playground.

CCFS Snodgrass observed an incident report concerning Child A being left unattended in the preschool classroom when the teacher and other preschool children went outside to the playground at approximately 3:00 PM on June 29, 2020 and that Child A was found in the preschool room unattended at 3:07 PM.

Based on interviews and observation it has been determined that this allegation is substantiated because Child A was left unattended in the preschool classroom from approximately 3:00 PM until 3:07 PM on June 29, 2020 by staff member Holly Robinson..

**CORRECTIVE MEASURES**

**CORRECTIVE MEASURE**

All staff at this facility will complete two (2) hours of MO Workshop Calendar approved training on Close Supervision. The training will be completed and entered on the OPEN system by September 30, 2020.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

10/27/2020

**CORRECTIVE MEASURE**

The facility will develop a supervision plan for all staff to follow, including a face to name component and provide the safety plan to SCCR by September 11, 2020

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

10/27/2020

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

8/26/2020

**APPROVING SUPERVISOR**

LIMPUS, RACHEL L