



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

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

DATE OF REPORT
10/10/2019

DVN
001967573

FACILITY NAME

MONARCH CHILDREN'S ACADEMY, LLC

FACILITY ADDRESS

1108 N ROBBERSON AVE

CITY

SPRINGFIELD

ZIP CODE

65802-3843

PHONE NUMBER

(417) 831-8732

COUNTY

GREENE

ASSIGNED SPECIALIST

DONSON, ANGEL

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-62.112 (1)(A)

Birth Through Two (2) Years. Groups composed of mixed ages through two (2)- years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group.

CONCLUSION SUMMARY

The Section for Child Care Regulation (SCCR) determined the facility violated this licensing rule based on interviews with the facility director Courtney Young, caregivers Elizabeth Coley, Leslie Hood, Seba Alhindawy, Carrie Standridge and Ashley Long. Caregiver Leslie Hood reported in the "infant 1 classroom", the bigger side which holds eight infants they usually may go over ratio by "one or two babies". Caregiver Hood explained this may occur about 8:00 a.m. and when they are over, they call for help down the hall way and someone comes to help them "within five to ten minutes." Caregiver Ashley Long reported when they get "one over the ratio limit", they let Courtney (director) know and she comes to help them or sends someone else to help them within "couple of minutes or so." Director Courtney Young reported in the mornings, since they are lower in attendance she has caregivers stagger in and she will step in a classroom to help out with ratio for couple of minutes to few minutes, as needed. Director Young stated the caregivers will let her know if they need her help in order to stay in ratio, "they will just yell down the hall to the office." Caregiver Elizabeth Coley reported the caregivers will yell down the hallway to the office when a child is dropped off by a parent sending them over the ratio, in that case, the Courtney (director), a floater or herself will go and help out until another caregiver shows up.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

The facility shall post the ratio rules for the corresponding age group in every classroom. The director and all caregivers shall read and sign an acknowledgement stating they have read the rules pertaining to ratio and understand.

COMPLETED (Y/N)

Yes

COMPLETED DATE

7/10/2020

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

12/5/2019

APPROVING SUPERVISOR

WHITE, LEAH