



**MISSOURI DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION**  
**OFFICE OF CHILDHOOD - CHILD CARE COMPLIANCE**  
**COMPLAINT INVESTIGATION OF**  
**SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

**DATE OF REPORT**  
8/30/2021

**DVN**  
002179851

**FACILITY NAME**

KRADLE TO KRAYON CHILDCARE, LLC

**FACILITY ADDRESS**

81 N SHORE DR

**CITY**

LAKE OZARK

**ZIP CODE**

65049-7103

**PHONE NUMBER**

(573) 964-0333

**COUNTY**

MILLER

**ASSIGNED SPECIALIST**

RAYWARNKE, LAUREN R

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

5 CSR 25-600.020 (1)

Prior to the employment or presence of a child care staff member in a family child care home , group child care home, child care center, or license-exempt facility not exempted by section 210.1080.13, RSMo, the child care provider shall request the results of a criminal background check for such child care staff member from the department .

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)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**

Child Care Compliance has determined the allegations of this complaint to be substantiated. The determination is based on documentation reviewed through the course of the investigation, observations made by CI Ray- Warnke and interviews conducted with the director Amy Cole, assistant director Lisa Lewis, Child A and caregivers Telia Gun, Aimee Wiecken and Emily Piazza.

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

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

On Thursday September 30, 2021 CI Ray-Warnke received a phone call from the owner of Kradle to Krayon Kari Johnson . Kari Johnson stated on the phone call that caregivers Tellia Gunn and Amy Weicken observed a caregiver Emily Piazza putting a child into time out aggressively. Kari Johnson stated that she was self-reporting the child care center because the director Amy Cole told her that Emily Piazza grabbed Child A by the arms and forcibly put Child A into time out . Kari Johnson stated on the phone that caregiver Emily Piazza was terminated by Amy Cole at 10:31am on August 30, 2021. Kari Johnson stated on the phone to CI Ray-Warnke that she made a hotline report at 1:30pm.

On September 3, 2021 Child A stated that Miss Emily scratched her arm. Child A stated that after Miss Emily hurt her, Miss Amy Cole came to her and gave her hugs. On September 3, 2021 the director Amy Cole stated that she witnessed caregiver Emily Piazza fling Child A up in the air. Amy Cole stated that she told Miss Emily that she saw Child A's head swing back when Miss Emily put Child A in time out. Miss Emily placed Child A on a concrete step outside in the playground. Miss Emily was out on the playground supervising children with two additional caregivers. Amy Cole told Miss Emily that Child A looked like she was in shock when Miss Emily put her in timeout. On September 3, 2021 caregiver Tellia Gunn stated that Miss Emily picked up Child A by the arms and was speaking to Child A at an adult eye level. Tellia Gunn stated that Miss Emily had Child A by both arms in the air and was talking to Child A face to face at an adult level. Tellia Gunn stated that Miss Emily was holding Child A by her biceps. Tellia Gunn stated that Miss Emily talking to Child A at an adult level bothered her.

Caregiver Aimee Wiecken stated that she did not see the incident happen on August 30, 2021 because she was caring for children on the other side of the playground. Amy Wiecken stated that she did hear Miss Emily raise her voice while outside on

August 30, 2021. Aimee Wiecken stated on September 3, 2021 that when she was able to get to where Child A was, she did notice red marks on Child A's arm. On September 3, 2021 the director Amy Cole and caregiver Aimee Wiecken both stated that Child A had red marks on her left and right arm. Both caregivers stated that the red marks were on the biceps of Child A's arm. On Friday September 3, 2021 CI Ray-Warnke observed cell phone pictures taken on the afternoon of August 30, 2021 by Amy Cole. The pictures were not taken immediately after the incident because Amy Cole stated on September 3, 2021 that she did not want to traumatize Child A. The pictures show a darkened red area centered on Child A's right forearm. No hand prints were observed in the picture provided by Amy Cole. No bruising was observed in the picture provided by Amy Cole. Amy Cole on September 3, 2021 stated that no red mark was found when she went to take a picture of Child A's left arm the afternoon of August 30, 2021. CI Ray-Warnke did not observe any marks on Child A's left or right arm on Friday September 3, 2021.

Caregiver Emily Piazza stated that on August 30, 2021 she was outside with three additional caregivers. Emily Piazza stated that the director Amy Cole went inside to help a child that was injured. Emily Piazza stated that all of the children wanted to look in the window. Emily Piazza stated that she told all of the children to move away from the window. Emily Piazza stated that everyone did except for Child A. Emily Piazza stated that she did not know that the injured child was Child A's sibling. Emily Piazza stated on October 15, 2021 that she swung her arms under Child A to pick her up and move her away from the window. Emily Piazza stated that she first put Child A in time out in the rocks. Emily Piazza stated that Child A was kicking rocks while in time out. Emily Piazza stated that Child A would not stop crying. Emily Piazza stated that she moved Child A from the rocks to the concrete steps because Child A would not stop crying. Emily Piazza stated that she didn't want child A to get trampled on by other children playing in the playground. Emily Piazza stated that she felt very overwhelmed.

Licensing Rule 5 CSR 25-600.020 (1) states; Prior to the employment or presence of a child care staff member in a family child care home, group child care home, child care center, or license-exempt facility not exempted by section 210.1080.13, RSMo, the child care provider shall request the results of a criminal background check for such child care staff member from the department.

CI Ray-Warnke asked the director Amy Cole to provide the employment folder for Emily Piazza. CI Ray-Warnke did not observe a comprehensive background screening eligible letter in Emily Piazza's file. CI Ray-Warnke went over licensing rule 5 CSR 25-600.020 (1) on September 3, 2021 with the director Amy Cole. Amy Cole stated to CI Ray-Warnke that she thought an eligible letter was in Miss Emily's folder.

**CORRECTIVE MEASURES**

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding licensing rule 5 CSR 25-500.182(1)(C)3 and 5 CSR 25-500.182(1)(C)8. The facility must provide Child Care Compliance with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.	Yes	1/4/2022

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
All staff and volunteers of Kradle to Krayon must obtain one (1) clock hour of approved training on Making A Difference: Protecting Health and Keeping Children Safe. Training may be obtained from the Office Of Childhood Child Care Compliance Online Training page: <a href="https://dese.mo.gov/childhood/child-care/training-info">https://dese.mo.gov/childhood/child-care/training-info</a> . The caregiver will need to click on the Department Online Training option. Direct Training Link: <a href="https://info.mo.gov/dese/childhood/making-a-difference/">https://info.mo.gov/dese/childhood/making-a-difference/</a> . The provider will send verification to the compliance inspector that all caregivers employed at the receipt of this complaint have completed the training. All training must be viewable in OPEN Toolbox.	Yes	1/5/2022

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The Director Amy Cole, Owner Kari Johnson and Assistant Director Lisa Lewis will review the entire comprehensive background screening rule book located at: <a href="https://www.sos.mo.gov/CMSImages/AdRules/csr/current/5csr/5c25-600.pdf">https://www.sos.mo.gov/CMSImages/AdRules/csr/current/5csr/5c25-600.pdf</a> . The administrative staff indicated will send in a statement stating they understand and agree to follow the rule and regulations. A copy of the signed statement shall be provided to Child Care Compliance indicating that they understand and agree to follow rules and regulations.	Yes	1/4/2022

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

12/17/2021

**APPROVING SUPERVISOR**

SCHEUERMAN, KELLY L