



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT

3/21/2023

DVN

002621005

FACILITY NAME

MOTHERS TOUCH LEARNING CENTER SCENIC LLC

FACILITY ADDRESS

3386 S SCENIC AVE

CITY

SPRINGFIELD

ZIP CODE

65807-3928

PHONE NUMBER

(417) 823-8117

COUNTY

GREENE

ASSIGNED SPECIALIST

RADNEY, HEATHER E

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.

5 CSR 25-500.082(6)(A)3.

Adult supervision shall be provided at all times when children are outside. For children three (3) years of age and above, staff/child ratios may be one and one-half (1 1/2) times the indoor staff/child ratios. The required indoor staff/child ratios shall be maintained on the premises at all times.

CONCLUSION SUMMARY

Compliance Inspector (CI) Heather Radney conducted an investigation of the allegation that children were left unattended when Daesha and Maddy were not in the classroom for approximately 3-5 minutes. The allegation is substantiated based on the following information:

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

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

On March 22, 2023, Director, Heather Penrod, stated that she left early on Monday, March 20, 2023 but she is aware that Caregiver, Daesha Shull, left her class unattended when she walked around the facility to determine how many children were present and how they could combine classes to allow some caregivers to clock out. She has spoken to Ms. Shull who now understands she cannot leave her classroom unattended. On September 22, 2023, CI Radney conducted a telephone interview with Caregiver Daesha Shull who reported she did leave her classroom unattended on one occasion for about 15 seconds to go get a child from another classroom. Daesha denies leaving her classroom unattended to talk to Cristy in the office. On September 22, 2023, CI Radney conducted a telephone interview with Caregiver Cristy Best who reported she knew about the incident on March 20, 2023 when Daesha left her classroom unattended and knows of only one other incident where Daesha left her classroom unattended for about 2 minutes to go to the office to ask her a question. On September 22, 2023, CI Radney conducted a follow up interview with Director Heather Penrod. She reported she has changed the closing procedure to allow for an additional staff to be present to help or step in where needed. She has also purchased walkie talkies so that teacher can communicate with each other and the office from their classrooms without having to step out. All staff reported a new procedure for closing that allows caregivers to remain in their rooms. They have an additional staff present to combine classes or step in to a classroom as needed so that the classroom is never unattended.

5 CSR 25-500.082(6)(A)3 which states "Adult supervision shall be provided at all times when children are outside. For children three (3) years of age and above, staff/child ratios may be one and one-half (1 1/2) times the indoor staff/child ratios. The required indoor staff/child ratios shall be maintained on the premises at all times."

On March 22, 2023, CI Radney conducted a walkthrough of the facility to observe and document attendance and whether supervision was a concern in any classroom. CI Radney observed two caregivers outside on the playground with twenty-eight children, four of which were two-year-old children.

CORRECTIVE MEASURES

CORRECTIVE MEASURE		COMPLETED (Y/N)	COMPLETED DATE
The facility shall be placed on close supervision for a period of six months.		Yes	4/8/2024
CORRECTIVE MEASURE		COMPLETED (Y/N)	COMPLETED DATE
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 with all licensing violations cited. A copy of the memo, letter, or staff meeting agenda shall be submitted to the Office of Childhood along with signatures of attendees.		Yes	10/20/2023
DISPOSITION		DISPOSITION DATE	
SUBSTANTIATED		9/26/2023	
APPROVING SUPERVISOR			
FOX, ROMENA			