



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

COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT  
6/5/2023

DVN  
002969239

FACILITY NAME

ELITE START LLC

FACILITY ADDRESS

1905 E LANGSFORD RD

CITY

LEES SUMMIT

ZIP CODE

64063-3608

PHONE NUMBER

(816) 246-5052

COUNTY

JACKSON

ASSIGNED SPECIALIST

GREER, JOHN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.202(2)(D)

Until infants can hold a bottle comfortably, they shall be held by a caregiver during bottle feeding. Bottles shall not be propped.

CONCLUSION SUMMARY

Compliance Inspector (CI) JD Greer conducted an unannounced investigation of the allegation that Child A (5 months old) and other children are being placed on boppy pillows with bottles propped. The allegation is substantiated based on the following information:

5 CSR 25-500.202(2)(D) which states, "Until infants can hold a bottle comfortably, they shall be held by a caregiver during bottle feeding. Bottles shall not be propped."

On June 8, 2023, Compliance Inspector (CI) JD Greer interviewed Director Sarah Starks, who stated she recalls there was one incident with a boppy pillow. Parent A (Parent of Child A) complained on June 7, 2023, that she observed Child A (5 months old) propped up on a boppy pillow with a bottle. Director Starks reached out to Caregiver Markenya Dehart. Caregiver Dehart set Child A down on the boppy pillow with the bottle and propped the bottle up.

On June 8, 2023, CI Greer interviewed Caregiver Markenya Dehart, who stated on June 7, 2023, she was working in the infant classroom. Caregiver Dehart was feeding Child A on a boppy pillow. Caregiver Dehart stated she is pregnant and really needed to use the restroom. Caregiver Dehart called for someone to come and take her place. Caregiver Dehart cannot recall who took her place in the classroom. Caregiver Dehart propped the bottle up on the boppy pillow for Child A. Child A is not able to hold a bottle on their own yet.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding infant care. Specifically, 5 CSR 25-500.202(2)(D) which states, "Until infants can hold a bottle comfortably, they shall be held by a caregiver during bottle feeding. Bottles shall not be propped." The facility must provide the Office of Childhood- Childcare Compliance with a statement, signed by all staff members (paid employees and paid/unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.

COMPLETED (Y/N)

Yes

COMPLETED DATE

8/14/2023

CORRECTIVE MEASURE

The facility shall create a plan to ensure how new hire employees (paid employees and unpaid/paid volunteers) are fully trained on infant feeding before caring for children. Specifically, 5 CSR 25-500.202(2)(D) which states, "Until infants can hold a bottle comfortably, they shall be held by a caregiver during bottle feeding. Bottles shall not be propped." A copy of the plan shall be submitted to the Office of Childhood.

COMPLETED (Y/N)

Yes

COMPLETED DATE

8/16/2023

|                                            |                                     |
|--------------------------------------------|-------------------------------------|
|                                            |                                     |
| <b>DISPOSITION</b><br>SUBSTANTIATED        | <b>DISPOSITION DATE</b><br>8/3/2023 |
| <b>APPROVING SUPERVISOR</b><br>FOX, ROMENA |                                     |
|                                            |                                     |