



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

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

**DATE OF REPORT**

3/5/2021

**DVN**

002368754

**FACILITY NAME**

CROUTERS ACADEMY FOR EARLY CHILDHOOD DEVELOPMENT

**FACILITY ADDRESS**

200 CHESTERFIELD BUSINESS PKWY

**CITY**

CHESTERFIELD

**ZIP CODE**

63005-1242

**PHONE NUMBER**

(636) 536-4653

**COUNTY**

ST LOUIS

**ASSIGNED SPECIALIST**

WILMESHER, LAURA

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-62.112 (1)

The following staff/child ratios shall be maintained on the premises at all times.

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**

Child Care Facility Specialist (CCFS) Laura Wilmesher conducted an investigation regarding the allegation that on March 4, 2021, the infant room had thirteen infants between two teachers until 8:30 AM, and that between 7:30 and 8:00 AM, the infant/toddler rooms are extremely out of ratio. After conducting the investigation, CCFS Wilmesher finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

19 CSR 30-62.112 (1)(A) which states: "The following staff/child ratios shall be maintained on the premises at all times. 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."

On March 9, 2021, CCFS Wilmesher conducted an unannounced inspection of the facility. During the inspection, CCFS Wilmesher received and observed a copy of the children and staff attendance records for March 4, 2021. According to these records, between 7:30 AM and 8:00 AM on March 4, 2021, the facility had four staff members present and a total of 47 children ranging from infants to preschool age children. This accounts for an average of 11-12 children per staff member.

On March 9, 2021, CCFS Wilmesher conducted interviews with several staff members. Kristen Wilson stated that on Thursday, March 4, 2021, there were thirteen children in the infant room with two teachers and that the infant room is out of ratio a lot. Sue Bishop stated she can't remember how many children she had the morning of March 4, 2021, but she can't say that it didn't happen, having thirteen children with two teachers that morning. Rachel Goodwin stated the infant room was over ratio last Thursday, March 4, 2021, and again on March 9, 2021, and that there were twelve children in the infant room when she arrived on March 9, 2021, at 8:30 AM, with two teacher, Ms. Mindy and Ms. Sue with the twelve children. Ms. Rachel also stated that there were nine children in the infant room for another hour after she arrived at 8:30 AM on Thursday, March 4, 2021. Mindy Leahart stated that on March 9, 2021, there were twelve children in the infant room with herself and Ms. Sue until Ms. Rachel arrived at 9:30 AM. Symone Green stated there have been times she's been over in the infant rooms for maybe 10-15 minutes, although she didn't note any specific dates this occurred.

**CORRECTIVE MEASURES**

**CORRECTIVE MEASURE**

Signs shall be posted at all entrances of the rooms displaying the required staff/child ratios.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

5/11/2021

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

5/5/2021

**APPROVING SUPERVISOR**

CLARK, ANGELA