



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
10/31/2022

DVN
002841803

FACILITY NAME

TINY TOTS

FACILITY ADDRESS

2360 N. HIGH STREET SUITES 9-12

CITY

JACKSON

ZIP CODE

63755

PHONE NUMBER

(573) 204-3550

COUNTY

CAPE GIRARDEAU

ASSIGNED SPECIALIST

GRAHAM, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.192(5)(A)

In case of accident or injury to a child, the provider shall notify the parent(s) immediately. If the child requires emergency medical care, the provider shall follow the parent's(s') written instructions.

CONCLUSION SUMMARY

On November 10, 2022, Compliance Inspector (CI) Jessica Graham investigated the allegation that on October 27, 2022, Parent A was not immediately notified of a head injury to Child A, age 8 months old. This allegation is substantiated based on the following rule violation.

5 CSR 25-500.192(5)(A) which states: "In case of accident or injury to a child, the provider shall notify the parent(s) immediately. If the child requires emergency medical care, the provider shall follow the parent's(s') written instructions."

On November 10, 2022, MB, and RP, caregiver, stated that Child A, age 8-months-old, was injured while at the facility and received a bump on her head. RP was with Child A at the time of the injury and alerted MB as their protocol states. MB is in charge of contacting parents when an injury occurs. MB was counting in ratio at the time of the injury and was not able to contact Parent A right away. Child A's injury occurred at 1:10pm and MB was not able to send notification to Parent A until 2:53pm. MB sent an email to Parent A to inform her of Child A's injury. MB said that parents are told at the time of enrollment that if their child is injured they will be notified via email. RP was with Child A when Parent A picked her up that afternoon and Parent A was not aware of the injury when she arrived.

CI Graham observed the email sent from MB to Parent A on October 27, 2022 at 2:53pm along with a photo of Child A. Parent A did not reply to this email until 9:55pm. The accident injury report was observed with the time of injury occurring at 1:10pm and the parent notified via email at 2:53pm.

It was observed on Child A's enrollment form that Parent A stated if a non emergent injury situation occurred, Parent A wanted to be informed via cell phone.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

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(s) shall be submitted to the Office of Childhood."

COMPLETED (Y/N)

Yes

COMPLETED DATE

2/2/2023

CORRECTIVE MEASURE

The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding accidents and injuries. The facility must provide the Office of Childhood with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.

COMPLETED (Y/N)

Yes

COMPLETED DATE

2/2/2023

DISPOSITION SUBSTANTIATED		DISPOSITION DATE 12/23/2022
APPROVING SUPERVISOR CHRISCO, MARLA L		