



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

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

DATE OF REPORT
7/18/2023

DVN
001767780

FACILITY NAME

BRIGHT HORIZONS AT RESEARCH MEDICAL CENTER

FACILITY ADDRESS

2316 E MEYER BLVD

CITY

KANSAS CITY

ZIP CODE

64132-1136

PHONE NUMBER

(816) 276-4888

COUNTY

JACKSON

ASSIGNED SPECIALIST

GREER, JOHN

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

Compliance Inspector (CI) JD Greer conducted an unannounced investigation of the allegation that Child A (5 years old) was scratched at the facility. The allegation is substantiated based on the following information:

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 July 18, 2023, CI Greer interviewed Parent A (Parent of Child A), who stated at approximately 6:30 p.m., while driving home from the facility, she noticed a scratch on Child A's cheek. Caregiver Helen Hill did not mention how the scratches occurred. She turned around and drove back to the facility to speak with Caregiver Helen Hill. Caregiver Hill didn't know how Child A was scratched. Caregiver Hill said she first noticed the scratches around 3:20 p.m. Caregiver Hill did not notify Parent A of the scratches.

On July 18, 2023, CI Greer interviewed Director Jennifer Dodd, who stated Caregiver Helen Hill stated she saw the scratches around 3:20 p.m. Caregiver Hill did not notify the parent of the scratches.

On July 18, 2023, CI Greer interviewed Caregiver Helen Hill, who stated at approximately 3:20 p.m., she was serving snack to the classroom. She noticed something on the side of Child A's face. She saw two scratches on Child A's face. The scratches were not bleeding and were light pink in color. She did not notify Parent A of the scratches to Child A's face until the end of the day.

CORRECTIVE MEASURES

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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 violations cited. A copy of the memo, letter, or staff meeting agenda shall be submitted to the Office of Childhood.

COMPLETED (Y/N)

Yes

COMPLETED DATE

12/18/2023

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

11/30/2023

APPROVING SUPERVISOR

FOX, ROMENA