



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
3/30/2023

DVN
002215310

FACILITY NAME

FUTURE FOUNDATIONS CHILD CARE AND PRESCHOOL

FACILITY ADDRESS

930 KEHRS MILL RD STE 220

CITY

BALLWIN

ZIP CODE

63011-2403

PHONE NUMBER

(636) 552-4199

COUNTY

ST LOUIS

ASSIGNED SPECIALIST

GRAHAM, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.090(1)(A)

The facility shall develop, implement, and maintain policies and procedures for responding to a disaster emergency, including a written plan for:

5 CSR 25-500.090(1)(A)1.

Medical and non-medical emergencies and disaster situations that could pose a hazard to staff and children, such as a fire, tornado, flood, chemical spill, exposure to carbon monoxide, power failure, bomb threat, person coming to the facility whose health or behavior may be harmful to a child or staff member, or kidnapping or missing child;

5 CSR 25-500.090(3)(B)1.

Staff duties and responsibilities in the event of an emergency;

5 CSR 25-500.090(3)(B)2.

Disaster drill procedures such as fire drill, tornado drill, carbon monoxide exposure, power failure, bomb threat, chemical spill, intruder training, and CPR or other medical procedures;

5 CSR 25-500.102(1)(E)

Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests, and problems of children in care.

5 CSR 25-500.102(1)(F)

Caregivers shall be capable of handling emergencies promptly and intelligently.

CONCLUSION SUMMARY

On April 3, 2023, Compliance Inspector (CI) Jessica Graham investigated the allegation that on 03/28/23, Child A age 2, was given M&M candy by staff Nora and has a severe milk allergy. The staff were also unable to open the lockbox where the medication for the allergy was stored. This allegation is substantiated based on the following rule violations:

5 CSR 25-500.102(1)(E) which states: "Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests, and problems of children in care."

AND

5 CSR 25-500.102(1)(F) which states: "Caregivers shall be capable of handling emergencies promptly and intelligently."

AND

5 CSR 25-500.090(1)(A) which states: "The facility shall develop, implement, and maintain policies and procedures for responding to a disaster emergency, including a written plan for:"

AND

5 CSR 25-500.090(1)(A)1. which states: "Medical and non-medical emergencies and disaster situations that could pose a hazard to staff and children, such as a fire, tornado, flood, chemical spill, exposure to carbon monoxide, power failure, bomb threat, person coming to the facility whose health or behavior may be harmful to a child or staff member, or kidnapping or missing child;"

AND

5 CSR 25-500.090(3)(B)1. which states: "Staff duties and responsibilities in the event of an emergency;"

AND

5 CSR 25-500.090(3)(B)2. which states: "Disaster drill procedures such as fire drill, tornado drill, carbon monoxide exposure,

power failure, bomb threat, chemical spill, intruder training, and CPR or other medical procedures."

On April 3, 2023, Parent A stated that on March 28, 2023, she arrived at the facility to pick up Child A from the closing classroom. Child A was in the room with Nora Alhamed, caregiver, and other preschool age children. Child A came up to Parent A and told her that she got an M&M for cleaning. Parent A confronted Nora about the candy and she stated that she gave the children a piece of candy for helping. Parent A asked Nora if she knew that Child A could not have the candy but there was no reply. Child A is allergic to all dairy products and has an allergy plan and medication on file at the facility if she would be exposed to an allergen. Parent A took Child A from the classroom and went to the front desk where Kenna Mattison was working. Kenna was the closer in charge at the facility at the time. Kenna told Parent A that she did not know where the medication was and that she would have to call Jenna, director, who was not working at the time. Parent A felt that the caregivers working did not know how to handle the situation and would not have responded correctly in a true emergency. Child A got hives and diarrhea but was better by the next afternoon.

On April 14, 2023, director Jenna Clements stated that all the teachers have been trained on what to do with children and their allergies and there are signs posted about all allergies in each room. The facility uses the Tadpoles app which has all allergies listed on it as well. Jenna was not working the afternoon that the incident took place, but did receive a call from Kenna. Jenna said that Kenna knew what to do and where all medicines were kept but called her to verify what should be done. Kenna asked her where the medicine was and where the medication forms were. If Kenna would have not been able to get a hold of her then she would have called someone else on the administrative team. All the teachers are properly trained in allergy plans, first aid and CPR. The person working as the closer at the front desk is supposed to administer medication. After the incident occurred she talked to Nora, who was really apologetic, and Nora wrote up. Nora said it slipped her mind that Child A couldn't have the M&M.

Caregiver Kenna Mattison was working as the closer that afternoon and was in charge of the building at the time. Parent A came to her and said that Child A's teacher had given her an M&M. Kenna pulled out the emergency binder because she knew that Child A had an allergy. She then called Jenna to make sure that she was doing the right thing. Jenna was off that afternoon and she didn't really know what to do. Kenna got out the medicine and Parent A told her the dosage. Parent A then took the medication and gave it to Child A herself. She was assuming that Child A only had one M&M because that is what they get as a reward. Nora was the teacher with Child A that afternoon. Nora may not pay attention well. After Parent A left, Nora came out asking what happened. She was very nonchalant.

Caregiver Alexi Neal was Child A's past teacher. She said that she trained Nora regarding the allergies that Child A had. She was not present when the incident occurred.

On April 15, 2023, Nora Alhamed, caregiver, said that she is a floater and works where needed at the facility. She did a slight training when she was hired and touched base on all the allergies at the center and who had them. She feels like the training could have gone more in depth on the allergies. She had worked with Child A a few times before and knew that she had an allergy. She was with Child A the afternoon of March 28, 2023 in the closing room. She gave Child A an M&M for cleaning forgetting at the moment that she could not have the candy. Parent A panicked when she picked up Child A and was told that she had an M&M. She saw on the Tadpoles app after the fact that Child A had a dairy allergy. She knows that medication is kept in the classroom and she is supposed to tell administration if anything happens.

On April 17, 2023, Alexis Neal, caregiver, called back and stated that she was never trained on how to handle Child A's allergies when she was in her room. She would make decisions herself on what to do. She made Child A eat alone so she would not be exposed to dairy. There were times that she would call over the walkies for administration and they would never answer. They were supposed to call a "code black" for any emergency, injury or allergy. She had called code black twice before and it took about 10 minutes for someone to respond. She was never told who had allergies and what they were. When she was hired she was given a handbook to read and that was all.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall develop a plan to ensure that all current and new employees (paid employees and unpaid/paid volunteers) are fully trained, prior to caring for children, on the facility's procedures as they pertain to allergies and children with special needs. A copy of the plan shall be submitted to the Office of Childhood.	Yes	6/20/2023
CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall update their emergency preparedness plan to include instructions for all staff members (paid employees and paid/unpaid volunteers) to follow in the event of a medical emergency. A copy of the updated emergency preparedness plan shall be submitted to the Office of Childhood for approval. After approval, the facility shall review the updated emergency preparedness plan with	Yes	6/20/2023

all staff members (paid employees and paid/unpaid volunteers).			
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 6/20/2023
DISPOSITION SUBSTANTIATED		DISPOSITION DATE 5/27/2023	
APPROVING SUPERVISOR CHRISCO, MARLA L			