



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

COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT  
2/7/2022

DVN  
000178712

FACILITY NAME

SAINT LUKE'S HOSPITAL OF KANSAS CITY

FACILITY ADDRESS

4231 PENNSYLVANIA AVE

CITY

KANSAS CITY

ZIP CODE

64111-3076

PHONE NUMBER

(816) 932-3900

COUNTY

JACKSON

ASSIGNED SPECIALIST

GREER, JOHN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(E)1.

Disposable tissues or wipes shall be used to cleanse the child at each time of diapering. Any diapering creams, powders, or other products applied at the time of diapering shall be provided by the parent(s) and labeled with the child's name.

CONCLUSION SUMMARY

Compliance Inspector (CI) JD Greer and Compliance Inspection Supervisor (CIS) Marla Chrisco conducted an unannounced investigation of the allegation that Caregiver Richard Wilson had applied cream to the bottoms and vaginas of children without the permission of the parent. The allegation is substantiated based on the following evidence:

5 CSR 25-500.182(1)(E)1. Which states: "Disposable tissues or wipes shall be used to cleanse the child at each time of diapering. Any diapering creams, powders, or other products applied at the time of diapering shall be provided by the parent(s) and labeled with the child's name."

On February 9, 2022, CI Greer observed that Child A did not have parent approval for a cream or paste in her file and did not have a tube of cream labeled with her name at the facility.

On February 9, 2022, Ms. Donna Durham, child care provider, stated while waiting for parent pickup she noticed Child A(3-years-old), was tugging on her underwear and seemed uncomfortable. Child A said she had gone poop that day and her bottom hurt. Child A told her that her "agina", referring to her vagina, tingles. Child A said Richard Wilson (Mr. Ricky) put cream on her bottom and "agina". Parent A, parent of Child A, arrived to pick up her daughter and Ms. Donna told her that Child A was saying she was itchy. Parent A said that she probably needed a bath. Parent A realized they did not have any paste or cream at the facility. She noticed a jar of Vaseline that day in Mr. Ricky's room, but is not sure if that is what was used. She informed Ms. Felisa about the parent saying they did not have any paste or cream at the facility. She said herself and other caregivers will get permission by phone to put cream or paste on children. CI Greer informed her that the facility must have written approval from a parent or guardian and that the product must be supplied by the parent or guardian.

On February 9, 2022, Ms. Katie Byers, child care provider, stated she would call and get permission from parents to use a cream or paste on a child in the facility. CI Greer informed her that the facility must have written approval from a parent or guardian and that the product must be supplied by the parent or guardian.

On February 9, 2022, Ms. Felisa Knight, operations manager, stated she spoke with Mr. Ricky about getting parent approval for cream.

On February 9, 2022, Ms. Jennifer Harris, director, stated Ms. Felisa spoke with Mr. Ricky about the incident and let him know he must have parent approval and the cream must have the child's name on it.

On February 9, 2022, Parent A, Parent of Child A, stated Child A said a teacher put cream on her. She believes there may have been a tube of Aquaphor in Child A's bag, but she doesn't remember. She doesn't think she has a cream with child's name on it at the facility.

On February 9, 2022, CI Greer attempted to contact Caregiver Richard Wilson (Mr. Ricky), by phone. Those attempts were

unsuccessful.

## 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

5/3/2022

### DISPOSITION

SUBSTANTIATED

### DISPOSITION DATE

4/4/2022

### APPROVING SUPERVISOR

NURNBERG, TONY A