



**MISSOURI DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION  
OFFICE OF CHILDHOOD - CHILD CARE COMPLIANCE  
COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

**DATE OF REPORT**  
4/1/2021

**DVN**  
002565371

**FACILITY NAME**

KIDS R KIDS - WENTZVILLE

**FACILITY ADDRESS**

1020 MEYER RD

**CITY**

WENTZVILLE

**ZIP CODE**

63385-3694

**PHONE NUMBER**

(636) 327-0788

**COUNTY**

ST CHARLES

**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.

19 CSR 30-62.112 (1)(C)

Ages Three Through Four (3-4) Years. Groups composed solely of three (3)- and four (4)-year olds shall have no less than one (1) adult to ten (10) children.

19 CSR 30-62.112 (1)(E)

Mixed Age Groups Two Years (2) and Up. Groups composed of mixed ages of children two (2) years of age and older shall have no less than one (1) adult to ten (10) children with a maximum of four (4) two (2)-year olds. When there are more than four (4) two (2)-year olds in a mixed group, the staff/child ratio shall be no less than one (1) adult to eight (8) children.

**CONCLUSION SUMMARY**

Child Care Facility Specialist (CCFS) Laura Wilmesher conducted an investigation regarding the allegation that the facility is out of ratio every morning. 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) which states: "The following staff/child ratios shall be maintained on the premises at all times."

AND

19 CSR 30-62.112 (1)(A) which states: "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."

AND

19 CSR 30-62.112 (1)(C) which states: "Ages Three Through Four (3-4) Years. Groups composed solely of three (3)- and four (4)-year olds shall have no less than one (1) adult to ten (10) children."

AND

19 CSR 30-62.112 (1)(E) which states: "Mixed Age Groups Two Years (2) and Up. Groups composed of mixed ages of children two (2) years of age and older shall have no less than one (1) adult to ten (10) children with a maximum of four (4) two (2)-year olds. When there are more than four (4) two (2)-year olds in a mixed group, the staff/child ratio shall be no less than one (1) adult to eight (8) children."

On April 1, 2021, CCFS Stephanie Spaulding interviewed caregiver Alana Nickerson who stated the facility is out of ratio in the mornings, and that preschool caregiver Juliana Finley has said she is out of ratio in the morning.

On April 8, 2021, CCFS Laura Wilmesher interviewed several staff members of the facility .

Caregiver Juliana Finley stated a lot of the time, she is over ratio when Ms. Jacki is on the bus run. Ms. Juliana stated she typically will have up to 15 preschool-age children by herself until Ms. Jacki gets back from the bus run.

Caregiver/bus driver, Jacki McDowell stated she works with Ms. Juliana in a preschool classroom, and that Ms. Juliana will often

have 14-15 preschool-age children by herself. Ms. Jacki stated the ratio issues have been going on for some time.

Front desk receptionist, Olivia Langdon, who stated early in the morning, it's common for some of the classrooms to go over ratio, and that it does happen often that Ms. Juliana is out of ratio.

Caregiver Elyse Jones stated she works in the infant/toddler room, and she's been over ratio for 10-30 minutes several times over the past year and a half. Ms. Elyse stated she's not consistently over ratio, but she's had 5-6 infants/toddlers by herself before the next caregiver arrived.

On April 16, 2021, CCFS Wilmeshier interviewed caregivers Tanya Turner and Katie Butler. Ms. Tanya stated on April 16, 2021, she arrived at 9:00 AM, and Ms. Megan and Ms. Nikki were in the rooms, and there were 23 kids age 4-5 years. Ms. Tanya also stated most mornings the teachers and children go in the gym, and there's been two teachers with 44 kids present before. Ms. Katie stated Tuesday and Wednesday, April 13-14, 2021, teachers were out of ratio in the morning. Ms. Katie stated those mornings, there were over thirty kids and it was Ms. Whitney and her, and the kids were from 2-12 years in the gym.

On June 8, 2021, CCFS Wilmeshier conducted an interview with several caregivers via phone. Caregiver Whitney Lentz stated sometimes there's 40-50 kids in the gym, between age 3-5 years and some school-agers with three teachers in the gym when she arrives. Ms. Whitney stated teachers are out of ratio most mornings when she arrives in the gym, and that management tries to have someone cover if she goes over ratio in the classroom, but there isn't always someone available.

Caregiver Megan Bizelli stated there might have been a couple of times that teachers are out of ratio when teachers call off until teacher arrives. Ms. Megan also stated the facility struggled at the beginning of this year--in January and February--with ratio, because they were low on teachers.

Caregiver Andrea Loges stated she has been out of ratio in the morning in the gym when there wasn't another person available in the building, but that hasn't been recently.

#### **PROVIDER COMMENTS**

The reason why I am not out of ratio:

1. Laura, Marla, Leah, and Stephan (specialist) all came out at least twice in month of Feb, March, and April to check on ratio and every time, we were in ratio.
2. Laura and I watch previous recording of the center in each room at different times and each time we were in ratio .
3. We gave Laura a week worth of check in/out time stamp of the kids in the center and we were in ratio.
4. Laura interview Sara, Mia and Moumita and they said that they were in ratio but nowhere was it documented.
5. Ms. Juliana has never come to me about the morning about ratio but since I have been coming in, she has never been out of ratio. Ms. Jackie leaves at 3:00 at that time the kids are outside, and they can have 1.5 times the kids to teacher ratio for example 15/1 ratio.
6. Ms. Elysa does not like Ms. Janet in the baby room, but she can be in the baby room from 6:30am to 7am if need. Ms. Janet was also interview but her statement is not stated.

#### **VIOLATION(S)**

19 CSR 30-62.192 (2)(B)

Each child's parent(s) shall be notified immediately when any contagious disease occurs in the facility.

#### **CONCLUSION SUMMARY**

Child Care Facility Specialist (CCFS) Laura Wilmeshier conducted an investigation regarding the allegation that two teachers have tested positive for COVID-19, and parents weren't notified. After conducting the investigation, CCFS Wilmeshier finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

19 CSR 30-62.192 (2)(B) which states: "Each child's parent(s) shall be notified immediately when any contagious disease occurs in the facility."

On April 8, 2021, CCFS Wilmehser conducted interviews with director Aliza Padberg and caregivers Olivia Langdon and Elyse Jones. All three staff members confirmed that teachers had COVID-19 at the facility, but according to Ms. Aliza, the facility has always only notified the parents of children in that classroom if someone has a contagious illness. Ms. Aliza stated she's been the director for eleven years, and the facility has never notified all each child's parent when a contagious illness has occurred in the facility.

On April 8, 2021, CCFS Wilmeshier asked Ms. Aliza to send any documentation the facility has of notifying each child's parent of contagious diseases, and CCFS Wilmeshier never received any documentation.

On April 15, 2021, CCFS Wilmesher interviewed designee, Linh Hoffner, who stated the facility only notifies the classroom of the child who had been ill. Ms. Linh stated they used to post someone outside of the door to that classroom when there was an illness, but since the parents can't walk in the building, she's not sure if the parents are seeing the posts.

**PROVIDER COMMENTS**

Laura, as I stated we post sickness in front of the doors of classroom and lobby area so that parents are able to see it when they pickup and drop off in the front door. I also, personally call the parents if we have an outbreak of Covid in the the classroom. You can interview those parents also but you didn't.

**CORRECTIVE MEASURES**

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
Signs shall be posted at all entrances of the rooms displaying the required staff/child ratios.	Yes	7/6/2021

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding 19 CSR 30-62.112 Staff/Child Ratios AND 19 CSR 30-62.192 Health Care. The facility must provide the Section for Child Care Regulation with a statement, signed by all staff members (paid employees and paid/unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.	Yes	7/15/2021

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

6/10/2021

**APPROVING SUPERVISOR**

CLARK, ANGELA