



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

**DATE OF REPORT**  
12/22/2023

**DVN**  
000168232

**FACILITY NAME**

KINDERCARE LEARNING CENTERS LLC

**FACILITY ADDRESS**

3760 N JACKSON AVE

**CITY**

KANSAS CITY

**ZIP CODE**

64117

**PHONE NUMBER**

(816) 453-7520

**COUNTY**

CLAY

**ASSIGNED SPECIALIST**

EDDINS, COLE

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

5 CSR 25-500.092(1)(B)1.A.

An individual cot or bed shall be provided for each child who naps or sleeps. An individually assigned sheet and blanket shall be provided for each child twelve (12) months and older who naps or sleeps. Upper levels of bunk beds shall not be used.

**CONCLUSION SUMMARY**

On December 29, 2023, Compliance Inspector (CI) Cole Eddins conducted an unannounced inspection regarding the allegation that Child A was made to lay on a cot without a blanket, pillow, or stuffed animal. After conducting the investigation, CI Eddins finds the allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

5 CSR 25-500.092(1)(B)1.A. which states: "An individual cot or bed shall be provided for each child who naps or sleeps. An individually assigned sheet and blanket shall be provided for each child twelve (12) months and older who naps or sleeps. Upper levels of bunk beds shall not be used."

On December 29, 2023, CI Eddins interviewed Director Jenifer Joy, Caregiver Latina Simms, Caregiver Tiara Thompson, Caregiver Marissa Baver, and Caregiver Johnathon Gutierrez. Director Joy and all caregivers provided consistent information. Director Joy and all caregivers stated that most children will have a blanket and fitted sheet provided to them before nap, but some children are still missing a blanket or fitted sheet due to the facility not having enough for each child. Director Joy stated that she realizes that this is an issue and that she has ordered more blankets and sheets for children to use during nap time. Caregiver Thompson stated that she has taken Child A's blanket away from him before due to Child A throwing the blanket across the room. Caregiver Simms stated that she has observed Caregiver Thompson taking Child A's blanket or stuffed animal away from him on more than one occasion due to Child A child A throwing his blanket around the room .

On December 29, 2023, CI Eddins conducted a walkthrough of the facility and observed two children without a blanket and one child without a fitted sheet while napping in Caregiver Gutierrez's room. CI Eddins observed one child without a blanket in Caregiver Thompson's classroom.

On January 4, 2024, CI Eddins interviewed Parent A. Parent A stated that the only issue he has heard of with Child A during nap time is that Child A has trouble falling asleep.

**CORRECTIVE MEASURES**

**CORRECTIVE MEASURE**

The facility shall notify all caregivers (paid employees and paid or unpaid volunteers) of the violations which were substantiated and specify the actions to be taken by all caregivers, in order to comply with all violations cited. A copy of the memo, letter, or meeting agenda shall be submitted to the Office of Childhood.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

3/5/2024

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

2/13/2024

**APPROVING SUPERVISOR**

FOX, ROMENA