



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
10/17/2023

DVN
000181584

FACILITY NAME

KINDERCARE LEARNING CENTERS LLC

FACILITY ADDRESS

1481 HAWKINS LN

CITY

FENTON

ZIP CODE

63026

PHONE NUMBER

(636) 225-5564

COUNTY

ST LOUIS

ASSIGNED SPECIALIST

FYFE, IAN

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.

5 CSR 25-500.192(5)(B)

Information regarding the date and circumstance of any accident or injury shall be noted in the child's record.

CONCLUSION SUMMARY

On October 17, 2023, the Office of Childhood (OOC) received an allegation that Child A (4-years-old) is coming home from daycare with unexplained bruises. On October 4, 2023, he came home with a bruise in the middle of his forehead; On October 5, 2023, he came home with a rash on his right cheek; On October 6, 2023, he came home with spotted bruises on his left cheek closer to his temple. After conducting an investigation, Compliance Inspector (CI) Ian Fyfe has found this allegation to be substantiated based on the following evidence:

5 CSR 25-500.192(5)(A), which states that: "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."

AND

5 CSR 25-500.192(5)(B), which states that: "Information regarding the date and circumstance of any accident or injury shall be noted in the child's record."

On October 19, 2023, Compliance Inspector (CI) Ian Fyfe conducted an unannounced inspection to Kindercare Learning Centers LLC and interviewed Assistant Director Tori Going, Preschool Caregiver Michelle Caban, and Preschool Caregiver Mary Struckhoff. Ms. Caban and Ms. Struckhoff were unfamiliar with the reported concerns and stated that they have never seen Child A with injuries besides from his facial rash. Ms. Going was Child A's primary caregiver for about one-and-a-half years prior to the reported concerns. Child A was recently going through adjustments with his hearing aids and with his leg braces, resulting in him becoming more uncoordinated and having more falls. When Child A fell and got hurt, facility staff members would complete an accident report and notify his parents. On October 5, 2023, Child A had a rash on his face. Ms. Going completed an accident report for the rash but was unable to locate the accident report. Child A returned to the facility on October 6, 2023, with the same rash but on the opposite side of his face. Ms. Going completed another accident report for the second rash. This accident report was present in Child A's facility record. Ms. Going also remembers an incident that possibly occurred in early October in which Child A fell and hit his head on the playground. Child A's head appeared to be red and eventually bruised. Ms. Going notified Child A's parents immediately and completed an accident report. Ms. Going was not able to locate the accident report for this incident. Child A no longer attends the facility as of October 6, 2023.

On November 6, 2023, CI Fyfe interviewed Parent A (parent of Child A). On October 4, 2023, Child A came home with a bruise in the middle of his forehead. On October 5, 2023, Child A came home with petechiae on the right side of his face. On October 6, 2023, Child A came home with petechiae on the left side of his face. Facility staff members did not notify Parent A of any accidents or injuries involving Child A and did not provide Parent A with an accident report for Child A's October 4 or October 5 injuries. Facility staff members did contact Parent A on October 6 and informed her about Child A's petechiae. October 6 was

Child A's last day at the facility. Parent A was able to provide CI Fyfe with photos of Child A's injuries and was able to provide CI Fyfe with a discharge summary from Child A's hospitalization.

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

12/21/2023

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

12/15/2023

APPROVING SUPERVISOR

CHRISCO, MARLA L