



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

COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT  
2/22/2021

DVN  
002705326

FACILITY NAME

FIRST STEPS DAYCARE

FACILITY ADDRESS

209 N CARLETON ST

CITY

FARMINGTON

ZIP CODE

63640-1343

PHONE NUMBER

(573) 915-5202

COUNTY

ST FRANCOIS

ASSIGNED SPECIALIST

GRAHAM, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-60.050 (1)

Supervision and basic care shall be provided at all license-exempt facilities.

CONCLUSION SUMMARY

On February 24, 2021, Child Care Facility Specialist (CCFS) Jessica Graham investigated the allegation that Child A, age 3 years, was left outside for 20 minutes alone without a coat on the playground. Another parent heard a child crying while in the parking lot putting her child in the car. This incident occurred around 4:30pm and it was 23 degrees outside. This allegation is substantiated based on the following rule violation:

19 CSR 30-60.050 (1) which states: "Supervision and basic care shall be provided at all license-exempt facilities."

On February 19, 2021, Child A, age 4 years, was outside on the playground for an undetermined amount of time with no caregiver. Child A had on long sleeves and pants. There was snow on the ground and according to accuweather.com the high temperature for February 19, 2021, in Farmington, MO, was 34 degrees Fahrenheit, and the low temperature was 3 degrees Fahrenheit.

Caregiver Melissa Wiles stated that around 4:40pm on February 19, 2021, Parent E was in the lobby of the facility and Melissa let her in. At that time, Parent E told Melissa that a child was outside on the playground. Melissa went to the two year old classroom and opened the door to the playground. Child A, age 4 years, was standing on the steps outside. Melissa stated that Child A was crying and was cold when she found her. Melissa stated that she called Nichole Parrish, director, and asked Nichole to take care of the situation.

Rachel Grace, caregiver, was in charge of Child A on the afternoon of February 19, 2021. Rachel stated that she combined her class (preschool) with the two year old class around 4:30pm. Rachel stated that she had the playground door in her classroom propped open that afternoon around 4:15pm and Child A, age 4 years, and Child B, age 4 years, were playing in the snow by the playground door. Rachel stated that she remembers seeing Child A at 4:35pm when they were at the bathrooms between the two classrooms (preschool and two year old). When Rachel went into the two year old class a few minutes later, she did not remember seeing Child A at that time. Rachel stated that she does not keep a class attendance list and have never been told to do so. Rachel stated that she will look around to see if she has everyone that is supposed to be in her class. Rachel stated that when Melissa found Child A outside, Child A was crying. Child A was cold but warm to the touch.

Child C, age 4 years, stated that Child A was outside by herself. Child A was standing on the porch and was freezing and crying. Child C said that she could hear Child A crying. Child C said that a teacher found Child A outside. Child C said that Child A opened the door in the preschool room and went outside.

Child B, age 4 years, stated that he opened the door and went outside to play.

Nichole Parrish, director, stated that she was out sick on February 19, 2021. Nichole received a call from Melissa, caregiver,

around 5:01pm saying that Child A had been found outside alone on the playground. Nichole contacted Mother A around 5:34pm and left a message. Nichole stated that Melissa was in charge of the facility that day. Nichole spoke with the parents of Child A about the incident. Nichole stated that the thermostat in the two year old classroom had been messing up and would lower the temperature in the classroom. The preschool classroom would have to raise their temperature in their room to make the two year old room warmer. This would cause the preschool room to get around 80 degrees, which is why Rachel had the door to the classroom propped open that afternoon.

Mother and Father A stated that Child A was left outside on the playground and a parent had found Child A when the other parent was picking up their child. The parent that saw Child A outside took a photo of her standing on the playground. Mother A stated they were not sure how long Child A was outside, but the teachers thought maybe 3-5 minutes, however the exact time is unknown.

CCFS Graham reviewed the Parent Handbook for First Steps Daycare and the following statements were noted:

"Each classroom teacher is responsible for the children on her/his roster. All children must remain with the responsible teacher at all times."

"Fore safety reason, side and back external doors will be secure at all times."

"If at any time a teacher checks the student list against the class and cannot locate a student the following steps will be taken:

1. The teacher will inform all staff and a careful search of the building will be conducted.
2. The Director or Floor Manager will contact the police, the child's parents, and the Center for Missing Children.

If the child is found all subsequent steps will be cancelled.

## CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility is hereby placed on twenty (20)-day notice that a corrective action plan must be developed to ensure compliance with the above statute/rule violations. A copy of the corrective action plan must be received by the Section for Child Care Regulation within twenty (20) days of this letter, attention Jessica Graham.	Yes	12/15/2021

DISPOSITION	DISPOSITION DATE
SUBSTANTIATED	4/23/2021

## APPROVING SUPERVISOR

CLARK, ANGELA