



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
1/17/2023

DVN
002779006

FACILITY NAME

LILY PAD LEARNING CENTER

FACILITY ADDRESS

453 CANDLE LIGHT LN

CITY

HAZELWOOD

ZIP CODE

63042-1901

PHONE NUMBER

(314) 716-2216

COUNTY

ST LOUIS

ASSIGNED SPECIALIST

GRAHAM, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(C)7.

Physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair shall be prohibited.

5 CSR 25-500.182(1)(C)8.

No discipline technique which is humiliating, threatening, or frightening to children shall be used. Children shall not be shamed, ridiculed, or spoken to harshly, abusively, or with profanity.

5 CSR 25-500.182(1)(C)9.

Punishment or threat of punishment shall not be associated with food, rest, or toilet training.

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.

CONCLUSION SUMMARY

On January 24, 2023, Compliance Inspector (CI) Jessica Graham investigated the allegation that on, January 17, 2023, Parent A dropped off Child A and then called back about 20 minutes later to tell the director that Child A had a bruise on the upper area of her right arm and was not sure where it came from. Elizabeth "Liz" Tillinger director, went back to review the video footage from Friday, January 13, 2023 with Child A and her caregiver, Katrina King, and she observed Katrina handling Child A aggressively. Katrina was force-feeding Child A to the point of gagging/vomiting. Katrina grabbed Child A by the arm in an aggressive/forceful manner. This allegation is substantiated based on the following rule violations:

5 CSR 25-500.182(1)(C)7. which states: "Physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair shall be prohibited."

AND

5 CSR 25-500.182(1)(C)8. which states: "No discipline technique which is humiliating, threatening, or frightening to children shall be used. Children shall not be shamed, ridiculed, or spoken to harshly, abusively, or with profanity."

AND

5 CSR 25-500.182(1)(C)9. which states: "Punishment or threat of punishment shall not be associated with food, rest, or toilet training."

CI Graham observed video footage recorded from classroom cameras at the center with Liz Tillinger, director. The footage took place on January 13, 2023 starting around 9:00am. The two caregivers visible in the room are Brittany Mantle (pink shirt) and Katrina "Kat" King (black shirt). There is no audio to the footage. The following was observed:

-Child A (age 15-months-old) is sitting at the feeding table with her head leaning back. There is a plate of food in front of her.

-Brittany is at the changing table with a child and Kat is grabbing wet wipes.

-9:03 Kat walks over to the feeding table to Child A and picks up three pieces of food and forces them into Child A's mouth; at one point rubbing the food over her mouth.

-Child A's head is still leaning backwards and she does not appear to be chewing.

-Brittany looks over at Child A and then walks away. She walks past Child A and observed Kat forcing the food in Child A's mouth.

-Kat then walks to the changing table to diaper a child. She is not aggressive or forceful with the child on the diapering table.

-9:04 Another child approaches Child A at the feeding table but Child A does not move. Her head is still leaning backwards.

- Brittany and Kat are both at the diapering table.
- Brittany moves the child away from the feeding table but does not appear to address Child A .
- 9:05 a child walks back over the feeding table where Child A is sitting and places a book on the table . Child A does not move and is still sitting with her head leaning back.
- 9:06 Brittany says something to Child A while she is sitting at the table but Child A does not move from her position . Brittany walks away.
- 9:08 Kat leaves the diapering table and walks over to the feeding table with Child A .
- Child A is still sitting with her head leaning backwards .
- Kat places on a glove on her hand and picks up food.
- She forcefully puts the food (four pieces) one a time into Child A's mouth while her head is still leaning back and she is not moving.
- Kat then leans into Child A's face and removes the plate.
- Child A is making movements at this time but is still leaning her head back .
- Kat then grabs Child A's face by both cheeks and squeezes.
- She lifts the back of Child A's head up and then pulls Child A up by the head up off her seat .
- Child A appears to be crying or choking .
- She pushes Child A down and back into the back of the seat and wipes at Child A's mouth with a wet wipe.
- Kat picks up something off the table and smears it over Child A's mouth.
- Child A starts gagging or coughing so Kat pushes her head down towards the table .
- Child A has vomited onto the table .
- Kat takes off Child A's bib and swiftly removes Child A from the feeding table .
- Kat slams Child A down onto the wooden part of the diapering table on her bottom . Child A is crying at this point.
- Brittany has been on the carpet with other children during all this interaction.
- 9:09 Brittany gets out her phone and is sitting on the floor looking at it.
- Kat is at the diapering table with Child A and is roughly wiping her face with a wet wipe .
- Kat is holding Child A by the back of the neck the entire time and Child A is still crying .
- Kat then grabs Child A under the arms and removes her from the diapering table to put her in the jumper seat .
- Kat picks up a book out of the seat and throws it and then forcefully places Child A into the seat .
- Brittany is sitting on the carpet but does look towards Child A but does not interact with her .
- Kat and Brittany are not having an type of conversation during this time frame.
- 9:10 Kat is cleaning up the vomit from the table.
- Child A is sitting in the jumper seat but is not making movements .
- 9:12 Kat grabs Child A up out of the jumper by the back of both arms and takes her to the diapering table .
- Child A's foot gets caught on the seat of the jumper and Kat yanks her to get her foot off (still holding by the back of the arms).
- Kat drops Child A down onto the padded part of the diapering table an Child A's body flops as she is dropped onto the diapering table.
- Child A is crying.
- Kat uses wipes to clean Child A's hands and face then changes her diaper.
- Brittany gets off the carpet and walks over to get paper towels from the diapering table .
- Kat carries Child A over to the floor by the feeding table and sits her down forcefully on the floor .
- Kat then walks over to the other side of the unit.
- Brittany has no interactions with Child A.

Chaunicy Rackley, assistant director, said on the morning of January 13, 2023 she was informed by Katrina "Kat" King, caregiver, that Child A threw up at breakfast time. Later, around 10:30am. Deborah VanHook, caregiver, told her that Child A had some scratches on her face and around her neck. Deborah said she thought the scratches came from Child A and another child hitting at each other. Chaunicy called Parent A and informed her of the scratches and also let her know that Child A had thrown up at breakfast. Around 3:00pm Kat came to the office and informed her that there was a bruise on Child A's arm but she was not sure where the bruise had come from. Chaunicy had the caregivers write up an incident report and Kat gave it to Parent AA when he picked up Child A. The incident report was written at 3:15pm and Child A was picked up at 3:50pm. Chaunicy said that Kat kept going back and forth from the classroom to the office and was acting nervous . She kept saying that she was not sure where the bruise came from. Chaunicy was going to review the cameras but kept getting distracted by Kat.

On Tuesday morning, January 17, 2023, Elizabeth "Liz" Tillinger received a call from Parent A saying that she saw a bruise on Child A and didn't know where it came from. Liz and Chaunicy reviewed the video footage from Friday January 13, 2023 and Liz called Parent A as soon as she was finished. She informed Parent A that on the video footage, Kat was seen grabbing Child A up by the arms and being aggressive with Child A and that Kat was terminated immediately and not allowed back on the property.

Caregiver Deborah VanHook was in the classroom next to Kat and Child A on January 13, 2023. Child A came over to her

classroom a few times that morning. When she came into the classroom around 9:30am, there were no visible injuries on Child A. Child A was hitting with another child and after that she had some scratches on both cheeks and on the right side of her neck. She wrote an accident report and told Kat about the scratches. Kat said "well, I may have done one of those marks". She didn't say which mark or how it may have happened. She never observed the bruise on Child A on that day. She has seen Kat be forceful with the kids laying them down and forcing them to drink their bottles. The kids would cry but she never saw any of them throw up.

Caregiver Brittany Mantle was in the classroom with Kat King on January 13, 2023. She had noticed previously that Kat would put the kids in the bed down hard and knows that she should have spoken up prior to this incident. Kat was rough with Child A the most. She acted like she didn't really like Child A. On that morning Child A was sitting at the feeding table and Kat was trying to feed her. Kat was rough with Child A when she moved her to the changing table. She sat her down on the wooden part loud enough for her to hear it. She later observed a bruise on Child A around snack time. Child A had thrown up on herself that afternoon and that is when she noticed it. When she noticed the bruise, Kat starting freaking out. She took a picture of the bruise on Child A and showed it to Liz. Kat told Parent AA at pick up about the bruise and he said it was not there that morning. Kat had Parent AA sign the accident report saying that they didn't know where the the bruise came from.

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

The bruise was noticed on Child A around snack time and was noted on the accident/injury report at 3:15pm. No parent was notified of the bruise until pick up time which was noted on the report as 3:50pm.

CORRECTIVE MEASURES

CORRECTIVE MEASURE		COMPLETED (Y/N)	COMPLETED DATE
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.		Yes	3/23/2023
CORRECTIVE MEASURE		COMPLETED (Y/N)	COMPLETED DATE
The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding accidents and injuries. The facility must provide the Office of Childhood with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.		Yes	3/23/2023
DISPOSITION	DISPOSITION DATE		
SUBSTANTIATED	3/15/2023		
APPROVING SUPERVISOR			
CHRISCO, MARLA L			