



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
6/17/2022

DVN
002644973

FACILITY NAME

KIDZONE CREATIONS, LLC

FACILITY ADDRESS

1001 MIDDLEBROOK DR STE A

CITY

LIBERTY

ZIP CODE

64068-1987

PHONE NUMBER

(816) 429-5521

COUNTY

CLAY

ASSIGNED SPECIALIST

GREER, JOHN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(A)1.

Caregivers shall not leave any child without competent adult supervision.

5 CSR 25-500.182(1)(A)3.

Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises.

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 25-500.102(1)(H)

The provider shall have available a copy of the Licensing Rules for Group Child Care Homes and Child Care Centers in Missouri. All caregivers and volunteers working directly with children shall be required to review and be knowledgeable of the rules at the time they begin work and shall be able to understand and apply those rules which relate to their respective responsibilities.

5 CSR 25-500.112(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;

CONCLUSION SUMMARY

June 17, 2022, the Office of Childhood (OOC) received that on June 17, 2022, Child A (13-months-old) left the classroom through an exit door, was discovered outside the facility, and was returned to the facility by an unknown person. After conducting an investigation Compliance Inspection Supervisor (CIS) Tony Nurnberg and Compliance Inspector (CI) Deborah Lenard have found the allegation to be substantiated based on the following evidence:

5 CSR 25-500.182(1)(A)1. which states, "Caregivers shall not leave any child without competent adult supervision."

AND

5 CSR 25-500.182(1)(A)3. which states, "Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises."

On June 17, 2022, CI Lenard obtained the video surveillance, and observed on camera at approximately 7:43 a.m. On June 17, 2022, Child A is pushing at the exit door. At approximately 7:45 a.m., Child A walks out the exit door that goes outside, unattended and alone. Child A is out of camera range. At approximately 7:55 a.m., Caregivers Shayna Lam and Aubrey Taylor rush to the exit door that leads outside. Someone hands Child A to Ms. Taylor from the exit door.

On June 17, 2022, CI Lenard interviewed Assistant Director Patricia Dravenstott who stated she received a call from Shayna Lam around 9:00 a.m. and was told that a child was found outside. Ms. Dravenstott went to check on the child that was found outside once she received the call from Shayna.

On June 17, 2022, CI Lenard interviewed Caregiver Shayna Lam who stated she did not notice Child A was missing until an unknown lady knocked on the back door around 8:00 a.m and returned Child A as Child A was found outside the building unattended and unsupervised.

On June 17, 2022, CI Lenard interviewed Caregiver Aubrey Taylor who stated she noticed right before 8:00 a.m. an unknown lady returned Child A at the back door. The unknown lady said she found Child A out the nursery door.

On June 17, 2022, CI Lenard interviewed Caregiver Kim Woodring who stated she did not see Child A leave the classroom. She works the classroom next to Child A's classroom. She was getting children ready for breakfast a little before 8:00 a.m. when she heard a knock at the back door. She heard a lady say Child A had got out and was outside by himself.

On June 17, 2022, CI Lenard interviewed Parent A (Parent of Child A) who stated this is the first incident. She received a phone call from Ashley Scott, assistant director, at 2:03 p.m. She was told that Child A got out and was outside for about ten minutes. Parent A also stated that Child B (5-years-old), had gotten out the front door a couple of months ago.

On June 21, 2022, CI Lenard interviewed Assistant Director Patricia Dravenstott who stated Child B was trying to escape for about two weeks in April 2022. Child B attempted to run out of the classroom several times the end of April 2022. Child B was taken to her office to calm down on several occasions. Child B would run straight to her office from the classroom.

On June 21, 2022, CI Lenard interviewed Caregiver Alice McGuire who stated Child B would try to run out of the classroom, unlock doors, open gates, and kick windows sometime at the end of April. Child B would do a dead run straight to Patricia's office. One time as she was timing in at the front desk, Child B walked toward her. Child B had gotten out of the classroom.

On June 21, 2022, CI Lenard interviewed Parent B (parent of Child B) who stated that Child B had walked out the front doors of the facility when a parent was coming into the facility. The unknown parent stopped Child B from leaving the facility.

5 CSR 25-500.112(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.

On June 17, 2022, CI Lenard and CIS Nurnberg reviewed video footage, provided by Kidzone Creations, of the infant and toddler classroom. The video footage, taken at the time of Child A's elopement, showed two staff, Shayna Lam and Aubrey Taylor working in the classroom. The video shows Shayna leaving the classroom on three different occasions that morning. The first time and second time Shayna leaves, Aubrey is left with six children in the classroom. The third time Aubrey was left with seven children to care for. Ms. Aubrey Taylor did state that she did not know why Shayna left her alone in the classroom that morning. Ms. Shayna Lam stated that the facility is out of ratio a couple of times a week.

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.

On June 17, 2022 Child A eloped from the building and was found outside unattended and alone by an adult around. Staff did not notify Assistant Director Patricia Dravenstott until 9:00 a.m. Assistant Director Patricia Dravenstott and Parent A both confirmed that Parent A was not immediately contacted about Child A's elopement until 2:00 p.m. that afternoon.

5 CSR 25-500.102(1)(H) which states: The provider shall have available a copy of the Licensing Rules for Group Child Care Homes and Child Care Centers in Missouri. All caregivers and volunteers working directly with children shall be required to review and be knowledgeable of the rules at the time they begin work and shall be able to understand and apply those rules which relate to their respective responsibilities.

On June 22, 2022, Director Paul Wolfe stated that staff do not read the licensing rules as they are hard to understand; however, all staff will be given the state regulations to review. Kim Woodring, caregiver, stated that she is familiar with licensing rules; however, she does not remember a lot of them and does not memorize them. Angela Ayers, Aubrey Taylor, and Ollie McCoy, caregivers, stated that they are not familiar with licensing rules and do not know where to find the child care licensing rules.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
Signs shall be posted at all entrances of the rooms displaying the required staff/child ratios. A statement indicating that this has been completed shall be submitted to the Office of Childhood.	Yes	2/13/2023
CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
All staff and volunteers must obtain two (2) clock hours on supervision. The training must be held by an approved and qualified source, outside of the Kidzone Creations, LLC. network. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at	Yes	2/22/2023

http://www.moworkshopcalendar.org/ . Verification of training completion shall be from the Open Initiative Toolbox report.			
CORRECTIVE MEASURE The facility shall update their disaster and emergency preparedness plan to include a plan for child elopement from the facility. The plan shall be submitted to the Office of Childhood for approval, and then the plan shall be reviewed with all staff members (paid employees and paid/unpaid volunteers). All staff members shall sign a statement confirming they have reviewed the plan and agree to follow it. The signed statements shall be submitted to the Office of Childhood.		COMPLETED (Y/N) Yes	COMPLETED DATE 2/22/2023
CORRECTIVE MEASURE The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding supervision. Specifically a full review of the rule violations listed in this complaint investigation. The facility must provide the Office of Childhood 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.		COMPLETED (Y/N) Yes	COMPLETED DATE 2/13/2023
CORRECTIVE MEASURE The facility shall conduct a staff meeting to review all licensing rules and regulations. The facility must provide the Office of Childhood with a statement signed by all staff (paid employees and unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.		COMPLETED (Y/N) Yes	COMPLETED DATE 2/13/2023
CORRECTIVE MEASURE The facility shall create a plan to ensure how new hire employees are fully trained on all licensing rules before caring for children. A copy of the plan shall be submitted to the Office of Childhood.		COMPLETED (Y/N) Yes	COMPLETED DATE 2/13/2023
DISPOSITION SUBSTANTIATED		DISPOSITION DATE 1/11/2023	
APPROVING SUPERVISOR NURNBERG, TONY A			