



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

DATE OF REPORT

5/26/2021

DVN

000243909

FACILITY NAME

PARK CREST DAY CARE CENTER INC.

FACILITY ADDRESS

2220 W CHESTERFIELD BLVD

CITY

SPRINGFIELD

ZIP CODE

65807-8683

PHONE NUMBER

(417) 447-9002

COUNTY

GREENE

ASSIGNED SPECIALIST

COX, ELAINE S

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

RSMo 210.254.2(5)

The notice of parental responsibility shall include the following: The disciplinary philosophy and policies of the child-care facility.

CONCLUSION SUMMARY

The Section for Child Care Regulation determined the facility was in violation of their discipline policy as described by the facility on their Notice of Parental Responsibility (NPR). This determination is based on interviews with caregivers Megan Dempsey, Jade Clubb, and Director Rhonda Anderson, Child A and Child B and Child A's and Child B's parents.

On May 27, 2021 Megan Dempsey was interviewed and reported she observed Rhonda Anderson grab Child A by his chin on May 25, 2021. Ms Dempsey reported this was Ms. Anderson's attempt to make Child A look at her and it happened at least four (4) times, causing Child A's head to make contact with the wall. She reported she heard Child A's head on the wall. Megan Dempsey observed Ms. Anderson slap Child A on the left cheek.

On May 27, 2021, Director, Rhonda Anderson denied slapping Child A or grabbing Child A's chin causing Child A's head to make contact with the wall. Rhonda Anderson stated she placed her hands on the side of Child A's face to get Child A to look at her. Ms. Anderson stated she grabbed Child A by the chin, placing one finger under Child A's chin and lifting Child A's head up to look at her. Ms. Anderson admitted to placing Child A in the two year old class as punishment.

On June 1, 2021, caregiver Jade Clubb was interviewed and reported she heard Director Rhonda Anderson yelling, when she got to the stairs she observed Rhonda Anderson with an aggressive hold on Child A's wrist pulling Child A very quickly down the stairs. She heard Child A screaming and crying and observed Child A holding his face, which appeared to be red.

During interviews, Caregiver Megan Dempsey reported Child B witnessed the incident between Child A and Mrs. Anderson, then told her she hoped Ms. Rhonda didn't hit her brother. Caregiver Jade Clubb reported she also heard Child B say she was scared Ms. Rhonda was going to hit her brother. On May 27, 2021, Child A and Child B were very talkative with good eye contact at the beginning of their interviews, when questions were asked about the incident on the stairs, both children got very quiet and would not make eye contact, giving no additional information.

The current NPR submitted on August 27, 2020 reads: "In no instance will physical or verbal punishment be encouraged, allowed or tolerated". Ms. Anderson failed to follow the discipline policy submitted in the NPR when she grabbed Child A by the chin, grabbed Child A's wrist, and pulled Child A down the stairs. The NPR was not followed when Ms. Anderson placed Child A in the younger two year old class for misbehavior. Ms. Anderson demonstrated a lack of judgment as to the safety of the younger children when she chose to place Child A in their room to shame him, when his behavior was reportedly in question. The NPR was not followed when Ms. Anderson was overheard yelling at Child A and observed grabbing his face.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

The facility's administration shall file a new Notice of Parental Responsibility (NPR) to include the forms of discipline used during this incident or begin following the discipline policy currently on file.

COMPLETED (Y/N)

Yes

COMPLETED DATE

10/18/2022

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

8/13/2021

APPROVING SUPERVISOR

WHITE, LEAH