



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

**COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

**DATE OF REPORT**

5/20/2022

**DVN**

000478666

**FACILITY NAME**

SHILOH LEARNING CENTER

**FACILITY ADDRESS**

8219 SNI A BAR RD

**CITY**

KANSAS CITY

**ZIP CODE**

64129-2229

**PHONE NUMBER**

(816) 356-8266

**COUNTY**

JACKSON

**ASSIGNED SPECIALIST**

IBBOTSON, JESSICA

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

5 CSR 25-300.050 (11)

In case of an accident or injury to a child, the provider shall notify a parent immediately. If a child requires emergency medical care, a parent's prior written instructions shall be followed. A form shall be completed indicating the circumstances and the date and time of the injury. The form shall be signed by the caregiver and his/her supervisor. A copy of the form shall be given to the parent the day of the accident or injury and necessary explanations shall be given. The form shall be filed in the child's record.

**CONCLUSION SUMMARY**

Compliance Inspector (CI) Jessica Glover conducted an investigation regarding the allegation that parents were not being notified immediately after any accident or injury of a child. After conducting the investigation, CI Glover finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

5 CSR 25-300.050 (11) which stated: "In case of an accident or injury to a child, the provider shall notify a parent immediately. If a child requires emergency medical care, a parent's prior written instructions shall be followed. A form shall be completed indicating the circumstances and the date and time of the injury. The form shall be signed by the caregiver and his/her supervisor. A copy of the form shall be given to the parent the day of the accident or injury and necessary explanations shall be given. The form shall be filed in the child's record."

On May 23, 2022, CI Glover interviewed Parent A (Parnet of Child A, 3-years-old & Child B, 19-months-old) who stated that she was never notified immediately after an accident or injury, but instead was informed by Director Rose Shipp at pick-up. CI Glover interviewed Ms. Shipp who confirmed that she did not notify parents until pick-up, regardless of what time the accident or injury occurred.

CI Glover reviewed two accident/injury reports regarding Child A. On April 20, 2022, at 3:25 p.m., one report stated that children were fighting, and one child hit the other child. CI Glover then observed the report stating that Child A had a bitemark on his back. Even though the date and time of the accident or injury was documented, there was no time provided in the report to prove that Parent A was notified immediately afterwards. CI Glover also did not observe the caregiver's signature on the accident/injury report.

On May 4, 2022, at 12:00 p.m., another report stated that Child A had something that another child had wanted. CI Glover observed that the report indicated that a caregiver instructed for that child to wait his tur but instead, that child bit Child A (area unknown) and scratched his face. Even though the date and time of the accident or injury was documented, there was no time provided in the documentation that Parent A was notified immediately. CI Glover also did not observe the caregiver's signature on the accident/injury report.

**VIOLATION(S)**

RSMo 210.254.2.

The notice of parental responsibility shall include the following:

RSMo 210.254.2.(5)

The disciplinary philosophy and policies of the child-care facility; and

RSMo 210.254.3.

A copy of notice of parental responsibility, signed by the principal operating officer of the exempt child-care facility and the individual primarily responsible for the religious organization conducting the child-care facility and copies of the annual fire and safety inspections shall be filed annually during the month of August with the department of health and senior services .

**CONCLUSION SUMMARY**

Compliance Inspector (CI) Jessica Glover conducted an investigation regarding the allegation that Director Rose Shipp hit children with a ruler. After conducting the investigation, CI Glover finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

RSMo 210. 254.3 which states: A copy of notice of parental responsibility, signed by the principal operating officer of the exempt child-care facility and the individual primarily responsible for the religious organization conducting the child-care facility and copies of the annual fire and safety inspections shall be filed annually during the month of August with the department of health and senior services.

AND

RSMo 210.254.2 which states: The notice of parental responsibility shall include the following:

AND

RSMo 210.254.2.(5) which states: The disciplinary philosophy and policies of the child-care facility.

On May 23, 2022, CI Glover interviewed Parent A (Parent of Child A, 3-years-old) who stated that Director Rose Shipp informed her that she used a ruler to tap the children when they would not listen because she did not get paid enough to "watch these kids." Parent A stated that she also observed Ms. Shipp tap Child A on his bottom twice in a row with a yellow ruler. Parent A also stated that Child A had informed her that Ms. Shipp smacked him in his face with a ruler, which gave him a "boo boo." Parent A stated that Child A had also informed her that he did not like to go to school because he was too scared .

On May 23, 2022, CI Glover interviewed Director Rose Shipp who stated that she used a ruler to "threaten" the children by tapping their hands or their bottoms. Ms. Shipp also stated that she only used the ruler when the children were "really acting up," such as hitting others or not following directions numerous times. Even though Ms. Shipp stated that she never left any marks on the children from using a ruler, Ms. Shipp admit that the children would often times say, "ow!" after tapping them with it. Ms. Shipp stated that using a ruler was not included in the facility's discipline policy on the Notice of Parental Responsibility (NPR), but she had verbally informed each parent of her use of the ruler towards the children. Ms. Shipp also stated that she used a ruler as a form of punishment since she was not allowed to "whip" them.

**CORRECTIVE MEASURES**

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The facility shall provide a statement to the Office of Childhood that they will follow their Notice of Parental Responsibility (NPR) or shall submit an updated NPR.	Yes	9/2/2023

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The facility is here by placed on 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 Office of Childhood within 20 days of this letter.	Yes	9/2/2023

<b>DISPOSITION</b>	<b>DISPOSITION DATE</b>
SUBSTANTIATED	1/5/2023

**APPROVING SUPERVISOR**  
NURNBERG, TONY A