



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
11/17/2022

DVN
001722916

FACILITY NAME

VICTORIA'S LEARNING CENTER, INC.

FACILITY ADDRESS

101 N CLAYVIEW DR

CITY

LIBERTY

ZIP CODE

64068

PHONE NUMBER

(816) 407-7543

COUNTY

CLAY

ASSIGNED SPECIALIST

GREER, JOHN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.102(1)(E)

Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests, and problems of children in care.

CONCLUSION SUMMARY

On November 17, 2022, the Office of Childhood (OOC) received an allegation that Child A (23-months-old) has been returning from daycare with progressive bruising all over her side and back. After conducting an investigation, Compliance Inspector (CI) JD Greer has found the allegation to be substantiated based on the following evidence:

5 CSR 25-500.102(1)(E) which states, "Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests, and problems of children in care."

On November 18, 2022, CI Greer interviewed Parent A (Parent of Child A) who stated Friday November 11, 2022, Parent A was bathing Child A. Parent A noticed Child A had one bruise in the middle of her back. Parent A did not notice any additional bruises over the weekend November 12, 2022 and November 13, 2022. Monday November 14, 2022, Parent A was again bathing Child A and noticed significant bruising all across Child A's back. Parent A took a photo of the bruising. Tuesday morning November 15, 2022, Parent A brought the bruising to the attention of Director Victoria Orness, in person at the facility. Caregiver Alisha Heise told Parent A that she believes Child A was being picked up incorrectly by a staff member. Ms. Heise did not state which staff member it was. Parent A received a text from Ms. Orness that stated she believes the bruising was from Child A being picked up incorrectly. Ms. Orness was unsure which staff member was lifting Child A incorrectly. Wednesday November 16, 2022, Parent A took Child A to the hospital. Parent A and Child A met with four physicians and a social worker. Parent A was informed the hospital believed the bruising is child abuse. Parent A is going back to the clinic in two weeks for further testing.

On November 18, 2022, CI Greer interviewed Director Victoria Orness who stated she thought maybe the bruising occurred when Child A was being picked up.

On November 18, 2022, CI Greer interviewed Caregiver Tristen Price who stated he felt the bruises were his fault. He thinks he was squeezing too hard when he picks up Child A. He is afraid of dropping children, so he uses a tight grip. When shown pictures of the bruising on Child A, Mr. Price stated, "Seems like where I pick up." Child A would cry when being picked up and he thought it was because of a poop diaper. Mr. Price stated, "I'm new and all the staff do a good job. I believe it was me." Mr. Price believes all the bruises were caused by him and stated, "I wouldn't doubt it."

On November 18, 2022, CI Greer observed Mr. Price demonstrate the grip he used to pick up children on CI Greer's right forearm. The grip Mr. Price used was extremely firm.

CORRECTIVE MEASURES

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The facility shall create a plan to ensure how new hire employees (paid employees and unpaid/paid volunteers) are fully trained on the facility's care and proper lifting techniques before caring for children. A copy of the plan shall be submitted to the Office of Childhood.

COMPLETED (Y/N)

Yes

COMPLETED DATE

3/8/2023

CORRECTIVE MEASURE The facility shall ensure that Tristen Price is not on the premises . A statement of this understanding shall be provided to the Office of Childhood .		COMPLETED (Y/N) Yes	COMPLETED DATE 3/8/2023
CORRECTIVE MEASURE The facility shall have all staff members (paid employees and paid/unpaid volunteers) obtain one (1) clock hour of approved training on the care of infant and toddlers, outside the Victoria's Learning Center, Inc. network. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at http://www.moworkshopcalendar.org/ . The local Child Care Aware agency may also assist in finding training. The Child Care Aware website can be found at http://www.childcareaware.org/ . Verification of training completion shall be from the Open Initiative Toolbox report.		COMPLETED (Y/N) Yes	COMPLETED DATE 3/8/2023
DISPOSITION SUBSTANTIATED		DISPOSITION DATE 2/9/2023	
APPROVING SUPERVISOR NURNBERG, TONY A			