



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
12/9/2022

DVN
000199119

FACILITY NAME

FAMILY SELF-HELP CENTER, INC.

FACILITY ADDRESS

1809 S CONNOR AVE

CITY

JOPLIN

ZIP CODE

64804-1837

PHONE NUMBER

(417) 782-1772

COUNTY

JASPER

ASSIGNED SPECIALIST

MERTZ, CAYLIN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

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

Only constructive, age-appropriate methods of discipline shall be used to help children develop self-control and assume responsibility for their own actions.

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.

CONCLUSION SUMMARY

On December 9, 2022, the Office of the Childhood received an allegation that a staff at the facility had yanked a child by her arms. After conducting an investigation, Compliance Inspector (CI) Caylin Mertz has found this allegation to be substantiated based on the following evidence and rule violations:

5 CSR 25-500.182(1)(C)3 Only constructive, age-appropriate methods of discipline shall be used to help children develop self-control and assume responsibility for their own actions.

AND

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.

AND

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.

On December 12, 2022 Compliance Inspector (CI) Caylin Mertz and CI Heather Radney conducted an unannounced inspection at the facility. The video footage of the alleged incident was received and reviewed. The video clearly shows staff B.G. grab Child A (two-years-old) by her wrists and lift her from the floor in an attempt to redirect to her to wash her hands. Physical punishment such as grabbing a child and lifting them from the floor by their wrists is prohibited and is not a constructive or age-appropriate way to direct any child. Child B's father was interviewed, he witnessed the incident and stated the child screamed and cried after being grabbed. Child B's father went on to state that Child A (two-years-old) looked over at him after being grabbed and appeared upset. B.G.'s employment was terminated at the facility due to this incident.

CORRECTIVE MEASURES

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The facility shall conduct a staff meeting to review the policies and all licensing rules and regulations regarding discipline, specifically "only constructive, age-appropriate methods of discipline shall be used to help children develop

COMPLETED (Y/N)

Yes

COMPLETED DATE

2/9/2023

self-control and assume responsibility for their own actions." 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.			
CORRECTIVE MEASURE All staff and volunteers of the facility must obtain one clock hour of training approved by the Office of Childhood, on age appropriate discipline. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at http://www.moworkshopcalendar.org/ . Verification of training completion shall be from the Open Initiative Toolbox report.		COMPLETED (Y/N) Yes	COMPLETED DATE 3/9/2023
DISPOSITION SUBSTANTIATED		DISPOSITION DATE 2/8/2023	
APPROVING SUPERVISOR NURNBERG, TONY A			