



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
11/15/2023

DVN
000169357

FACILITY NAME

KINDERCARE LEARNING CENTERS LLC

FACILITY ADDRESS

5900 NW PRAIRIE VIEW RD

CITY

KANSAS CITY

ZIP CODE

64151-2766

PHONE NUMBER

(816) 741-4331

COUNTY

PLATTE

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.

CONCLUSION SUMMARY

Compliance Inspector (CI) JD Greer conducted an unannounced investigation of the allegation that Child A, (2 years old) was unattended inside the facility. The allegation is substantiated based on the following information:

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 November 21, 2023, Compliance Inspector (CI) JD Greer interviewed Caregiver Bailey Rathbun, who stated on November 14, 2023, Child A (2 years old) was alone in the building for a few minutes. All of the teachers were out on the playground with their classes, and it was near the end of the day.

On November 21, 2023, CI Greer interviewed Caregiver Ashley Jefferson, who stated on November 14, 2023, she was outside with her class. Child A was found inside the building near the check in. It's believed she followed a parent inside the building. She was inside less than five minutes. This occurred at approximately 4:30 p.m.

On November 21, 2023, CI Greer interviewed Caregiver Katrina Zaru, who stated on November 14, 2023, Child A was in her class, and they were outside on the playground at approximately 4:30 p.m. She had seven 2-year-olds in her class. She recalls holding Child A's hand as they were walking outside. There were no teachers present in the building. She believes Child A snuck into the building when a parent was picking up their child. She had just done a headcount, so Child A was unattended for approximately two to three minutes.

On November 21, 2023, CI Greer interviewed Director Celeste Cadle, who stated she reported the incident to the Office of Childhood. She believes Child A slipped back into the building after a parent had picked up a child. Child A was unaccounted for, for approximately two to three minutes. The incident occurred at approximately 4:30 p.m. She was outside with the other teachers and children. When she came inside, she found Child A near the check in area.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

The facility shall notify all caregivers (paid employees and paid or unpaid volunteers) of the violations which were substantiated and specify the actions to be taken by all caregivers, in order to comply with all violations cited. A copy of

COMPLETED (Y/N)

Yes

COMPLETED DATE

2/27/2024

the memo, letter, or meeting agenda shall be submitted to the Office of
Childhood.

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

2/1/2024

APPROVING SUPERVISOR

FOX, ROMENA