



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
6/26/2019

DVN
002037825

FACILITY NAME

BRIGHT HORIZONS CHILDRENS CENTERS LLC

FACILITY ADDRESS

610 E 22ND ST

CITY

KANSAS CITY

ZIP CODE

64108

PHONE NUMBER

(816) 234-9200

COUNTY

JACKSON

ASSIGNED SPECIALIST

COPELAND, SHARI SUE

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-62.182 (1)(C)

Discipline.

19 CSR 30-62.182 (1)(C)(7)

Physical punishment including, but not limited to, spanking, slapping, shaking, biting or pulling hair shall be prohibited.

19 CSR 30-62.182 (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.

19 CSR 30-62.102 (1)(J)

All staff shall acquaint themselves with the child abuse and neglect law and shall make a report of any suspected child abuse or neglect to the Division of Family Services at the toll free number, 1-800-392-3738.

CONCLUSION SUMMARY

Section for Child Care Regulation (SCCR) has determined that this complaint is substantiated. SCCR determined Bright Horizons Childrens Centers LLC violated licensing rules pertaining to discipline based on statements made during interviews. On July 3, 2019, during the investigation, CCFS Shari Copeland conducted interviews with director Michelle Franklin, preschool teacher Shelby Bassette, preschool teacher Katie Sovereign and Child A's mother. Shelby Bessette actually saw the incident when Madison Terpening pushed Child A against the wall. Katie Sovereign was told by Madison Terpening that she (Madison Terpening) pushed Child A against the wall and Child A's mother stated that Child A told her that Madison Terpening pushed her against the wall, which hurt her back and made her sad.

In addition, the preschool teacher who observed the incident did not report it to anyone, including the director, SCCR or the hotline.

Based on information obtained during the interviews this complaint is substantiated.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

All staff will receive training on mandatory reporting and director will provide Section for Child Care Regulation with training documents for all staff by the due date.

COMPLETED (Y/N)

Yes

COMPLETED DATE

10/16/2019

CORRECTIVE MEASURE

All staff will receive training on age appropriate discipline and director will provide training certificates for all staff to the Section for Child Care Regulation by the due date.

COMPLETED (Y/N)

Yes

COMPLETED DATE

10/16/2019

DISPOSITION SUBSTANTIATED		DISPOSITION DATE 8/7/2019
APPROVING SUPERVISOR TAYLOR, WANDA ILENE		