



MISSOURI DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION
OFFICE OF CHILDHOOD - CHILD CARE COMPLIANCE
COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
2/17/2021

DVN
001417265

FACILITY NAME

WEE HOPE CHILD DEVELOPMENT CENTER

FACILITY ADDRESS

5370 N STATE HIGHWAY NN

CITY

OZARK

ZIP CODE

65721-6293

PHONE NUMBER

(417) 581-1795

COUNTY

CHRISTIAN

ASSIGNED SPECIALIST

DONSON, ANGEL

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-60.060 (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

SCCR determined the allegations of the complaint to be substantiated. On February 9, 2021, Child B's father reportedly grabbed Child A and jerked him away from Child B because the boys were telling each other goodbye. This incident was not recorded and Child A's parents were not notified immediately. The determination is based on documents, written statements and emails, and interviews conducted with director Lisa Jones, Child A's mother, Child A's father, Child B's father, and caregivers Madison Tourville, Hannah Mullins, Jenna Gault and Kaity Hainline.

Caregiver Hannah Mullins reported Child B's father got very upset and grabbed Child A's upper left arm and quickly move him away from Child B; he moved Child A from one side of his body (Child B's father) to the other side of his body. Ms. Mullins stated Child A tripped on his own feet because Child B's father moved him "so swiftly". Child B's father was yelling and shaking his finger at Child A "your lips don't belong on his face." Ms. Mullins reported Child B's father yelled for about 20-30 seconds. Ms. Mullins reported Child A was "stepping back and he looked very scared. Child A put his hand in his mouth and started to suck on his fingers." Ms. Mullins states she has never seen him do this before and described Child B father's face as red. Ms. Mullins stated she "froze after making eye contact with Child B's father, I was in shock." Ms. Mullins stated she tried to comfort Child A, and described Child A as looking like he was "on the verge of crying and was spaced out."

Caregiver Jenna Gault was also present during the incident and heard Child B's father yelling at Child A as he was pointing his finger at Child A and Child B while yelling. Ms. Gault reported Child A seemed "pretty frightened, his eyes were wide open and his fingers in his mouth." Ms. Gault stated Child A was staring at Child B's father and looked like he could cry. Ms. Gault stated Child B's father was hunched down at face level with Child A and Child B; about a foot away from Child A's face as he was holding Child A and Child B upper arms. Ms. Gault stated "Child A had a blank look on his face with no facial expressions; Child A started sucking on his fingers and looked very fearful as though he could cry."

Caregiver Kaity Hainline reported she was cleaning down the hall and could hear Child B's father yelling. Ms. Hainline stated she was three rooms down from where Child B's father was yelling when she heard him.

Caregiver Madison Tourville reported she also heard Child B's father yell at Child A and Child B. Ms. Tourville stated they were all in an open area down stairs and she was few feet away from Child B's father when she heard him yell at Child A. Ms. Tourville described Child A as "upset and scared", she continued to say Child A was withdrawn and quite during the yelling and after wards and that is unlike him because Child A is normally a playful child. Child B's father was interviewed and admitted to yelling at Child A and Child B but stated he did not do anything wrong. Child B's father denied grabbing Child A by his arm.

Director, Lisa Jones stated she did not see anything wrong with how Child B's father handled the situation; however, the next day she contacted the church board members and an attorney. In addition, Ms. Jones requested written statements from Jenna Gault and Hannah Mullins. Caregiver Jenna Gault reported she was asked by the director to not tell Child A's parents about the incident, and if she was asked to direct Child A's parents to her (the director). Ms. Gault reported the next day, on February 10,

2021, she was questioned by Lisa Jones the director and Leslie Anderson (assistant director) and "it felt more like interrogation and they seemed more worried about who told Child A's parents rather than what happened to Child A."

On February 23, 2021, CCFS Donson observed statements signed by Caregiver Jenna Gault and Hannah Mullins. The statements described what they witnessed on of February 9, 2021. Ms. Mullins statement included how Child B's father grabbed Child A by his left arm and swiftly pulled him aside. Both statements reported Child B's father was yelling and pointing his finger at Child A. Both statements described Child A as very frightened.

On February 24, 2021, CCFS Donson observed an email from caregiver Jenna Gault stating the day after the incident she was questioned by director Lisa Jones and assistant director Leslie Anderson and "felt like I was being interrogated" and in fear of termination she told them she had not contacted Child A's parents since she was instructed by the director to not do so.

On March 29, 2021, CCFS Donson observed a police report filed by Child A's parents describing the incident on February 9, 2021. On March 26, 2021, CCFS Donson observed an email from Child A's mother to Officer Collins with Christian County Sheriff's department. The email described what Child A's parents were told occurred on February 9, 2021 by a caregiver, and described after 24 hours they had not been contacted by the director.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
All caregivers shall review and sign a statement that they agree to abide by the requirement to notify parents and document incidents for the child's record.	Yes	7/6/2021

DISPOSITION	DISPOSITION DATE
SUBSTANTIATED	4/21/2021

APPROVING SUPERVISOR
WHITE, LEAH