



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

**COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

DATE OF REPORT
5/19/2021

DVN
001386076

FACILITY NAME
GROW TO KNOW

FACILITY ADDRESS
2747 E SUNSHINE ST

CITY
SPRINGFIELD

ZIP CODE
65804

PHONE NUMBER
(417) 881-6800

COUNTY
GREENE

ASSIGNED SPECIALIST
WHITE, LEAH

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-60.070 (1)(B)(1)

Expectations for a child's behavior shall be appropriate for the developmental level of the child and explained to the child.

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.

RSMo 210.254.2(5)

The notice of parental responsibility shall include the following: The disciplinary philosophy and policies of the child-care facility.

CONCLUSION SUMMARY

SCCR determine the allegations of the complaint to be substantiated based on interviews with caregivers and a review of the Notice of Parental Responsibility (NPR). The facility's policy states they use conscious discipline; however, no caregiver is currently trained in this method.

Caregivers failed to redirect Child A in a positive manner and grabbed her arm and pulled her across the gym floor when she wouldn't clean up the gym balls. Ms. Baird stated she had Child A pick up the balls "hand over hand." Ms. Baird reported it worked because she picked up the balls with verbal redirection after that. The expectation Ms. Baird demonstrated for Child A at age two was not appropriate for the child's developmental level. During the interview with Julia Baird reported she was patting backs too hard and described that she was accustomed to older children and she corrected it immediately when she was told about it. Ms. Baird stated she would sit the children down firm to get their attention. She did not demonstrate a knowledge of developmentally appropriate practice and stated she had not been trained on conscious discipline.

During her interview, caregiver Kristen Keene reported Ms. Baird "drug" Child A 4 to 5 feet in the gym when they were cleaning up. "Child A didn't want to clean and Julia grabbed her arm and jerked her over to the toys. Child A is very little. Her feet came off the floor because she lost her footing." Ms. Keene reported her concerns but failed to complete an accident report or inform the parents of what she had witnessed.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

The facility shall provide the written policy and training expectations for caregivers on completing incident reports.

COMPLETED (Y/N)

Yes

COMPLETED DATE

12/15/2022

CORRECTIVE MEASURE

The facility shall submit a new Notice of Parental Responsibility outlining the discipline policy and expectations of caregivers or follow the one currently on file.

COMPLETED (Y/N)

Yes

COMPLETED DATE

12/15/2022

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

8/6/2021

APPROVING SUPERVISOR

WHITE, LEAH