



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
10/12/2021

DVN
001995668

FACILITY NAME

GODS LITTLE TIKES CHILDCARE

FACILITY ADDRESS

95 GRANT ST

CITY

JEFFERSON CITY

ZIP CODE

65101-4331

PHONE NUMBER

(573) 634-8363

COUNTY

COLE

ASSIGNED SPECIALIST

RAYWARNKE, LAUREN R

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

RSMo 210.254.2.

The notice of parental responsibility shall include the following:

RSMo 210.254.2.(5)

The disciplinary philosophy and policies of the child-care facility; and

CONCLUSION SUMMARY

Child Care Compliance has determined the allegations of this complaint to be substantiated. The determination is based on documentation received through the course of the investigation, observations made by CI Ray- Warnke and interviews conducted with Pastor Troy McCrory, Caregivers Delon Boyd, James Epema, Alontaye Flippins, Cathlynn Hardt, Danielle Protzman, Child B, Child C, Child D, The Mother of Child A and Donielle Coach.

The Notice of Parental Responsibility License Exempt Rule RSMo 210.254.2.(5) states; that caregivers shall follow the disciplinary philosophy and policies of the child-care facility.

On October 14, 2021 Zanita McCrory and Troy McCrory provided a copy of the staff and parent handbook. CI Ray-Warneke observed the corporal punishment section. The corporal punishment section states the following; All children and their parents shall follow all state and New Beginning (Gods Little Tikes) rules. By state law, there is no corporal punishment allowed by New Beginnings or by any parent while attending New Beginnings. If a child's behavior is unsafe to themselves, the other children, the teachers or the learning environment, New Beginnings will put him/her in the "safe seat" or redirect by other acceptable means. This time period will not exceed ten minutes. (Approximately a minute per year old but may fluctuate slightly depending on the child's responses). While in the safe seat they will be given the opportunity to do some activities that are designed to help children calm down. CI Ray-Warneke observed the discipline section of both the parent and staff handbook. The discipline section stated the following; All children will be expected to follow childcare center rules. We have many different forms of rewards and consequences for the children within their classes. There is never to be any corporal punishment allowed by us or the parents in this childcare facility. As a standard, if any child misbehaves in any way, we will redirect them and/or place them in a safe seat. This means that if the children do not follow the rule or are unsafe, they will have to sit in a chair. When the child has calmed down and is ready to join their class, they will be able to participate again.

Zanita McCrory and Troy McCrory both stated on October 14, 2021 that play fighting is against policy if it involves physical touching. Children are not allowed to hit teachers. Caregivers are not allowed to hit children. Children are not allowed to harm other children.

On December 3, 2021 The Mother of Child A stated that Child A told her on October 11, 2021 that Miss Donielle was play fighting with her. Child A told her on October 11, 2021 that Miss Donielle was arguing with her. Child A told The Mother of Child A that Miss Donielle accused her of cussing in class. Child A told her that she did argue with Miss Donielle. Child A told her that Miss Donielle grabbed her while arguing and then smacked her hand. Child A told her that she ran out of the classroom for help.

On October 14, 2021 James Epema stated that he was in the kitchen when he heard Child A scream. James Epema stated that he saw Miss Donielle and Child A play fighting. James Epema and Cathlynn Hardt both stated that play fighting is when two people stand several feet apart and pretend to fight. There is no touching when play fighting. Sometimes people pretend to

swing closed fist when play fighting. Sometimes people pretend to slap each other open handed when play fighting. There is no kicking during play fighting. Both participants move back and forth in an attempt to pretend hit each other. No angry words are used while play fighting. It is just for pretend.

Cathlynn Hardt said on October 14, 2021 that she has seen Miss Donielle take play fighting overboard. Cathlynn Hardt said that she has seen Miss Donielle touch children while play fighting. Cathlynn Hardt said that she has seen Child A and Miss Donielle putting their hands on each other. Cathlynn Hardt, James Epema, Child B, Child C and Child D said that they have seen Child A and Miss Donielle play fight. Cathlynn Hardt and James Epema stated that they have seen Miss Donielle and Child A stand close together and slap each other gently on the hands and wrist.

Danielle Protzman said that Child A told her on October 11, 2021 that Miss Donielle hit her on the arm. Troy McCrory said that James Epema told him that after he heard a slap Child A ran out of the room into the office. CI Ray-Warnke observed an incident report on December 3, 2021 that James Epema wrote on October 11, 2021. The incident report stated the following; I was in the kitchen cleaning for the end of the day stuff. I hear Child A and the teacher was play fight. Then Child A was screaming out of the room to the office/saying that the teacher hit her hard.

Child B said that Miss Donielle and Child A were play fighting when they were at school all day on October 11, 2021. Cathlynn Hardt stated on October 14, 2021 that Child A told her on October 11, 2021 that she and Miss Donielle had "gotten into it." Child A told her that Miss Donielle hit her arm. Cathlynn Hardt said that Child A pointed to where her arm met her wrist. Troy McCrory stated on October 14, 2021 that Child A told him that she was slapped on the hand.

Troy McCrory stated on October 14, 2021 that he had a meeting in the office with Miss Donielle after he interviewed staff. Troy McCrory said that he told Miss Donielle what she was being accused of. Troy McCrory said that Miss Donielle told him that she did not hit Child A. Troy McCrory stated on October 14, 2021 that he terminated Donielle Croach on October 11, 2021 at 5:30pm.

VIOLATION(S)

5 CSR 25-300.050 (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

Child Care Compliance has determined the allegations of this complaint to be substantiated. The determination is based on documentation received through the course of the investigation, observations made by CI Ray-Warnke and interviews conducted with pastor Troy McCrory, caregivers Danielle Protzman, Cathlynn Hardt, James Epema and The Mother of Child A.

Licensing Exempt Requirement 5 CSR 25-300.050 (11) states; 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.

On Thursday October 14, 2021 CI Ray-Warnke observed three accident reports written for Child A on October 11, 2021. Caregivers James Epema, Cathlynn Hardt and Danielle Protzman all wrote accident reports for Child A on October 11, 2021. James Epema, Cathlynn Hardt and Danielle Protzman all signed the bottom of their individual reports. CI Ray-Warnke did not observe a supervisors signature on any of the accident reports. CI Ray-Warnke did not observe The Mother of Child A's signature on any of the accident reports.

Cathlynn Hardt and Danielle Protzman both stated on October 14, 2021 that The Mother of Child A was verbally told that an incident occurred on October 11, 2021 by phone. Cathlynn Hardt and Danielle Protzman both stated that The Mother of Child A arrived at the child care center shortly after the incident occurred. Cathlyn Hardt and Danielle Protzman both stated that they were in the office when The Mother of Child A arrived. Cathlynn Hardt and Danielle Protzman both stated that The Mother of Child A was not given any accident reports on October 11, 2021. Caregiver James Epema stated on October 14, 2021 that he filled out an accident report for Child A. James Epema stated that Mr. Troy asked him to fill out a report. James Epema said that he handed the report to Mr. Troy on October 11, 2021. James Epema stated that he does not know if The Mother of Child A received the report.

The Mother of Child A stated on Friday December 3, 2021 that she was told by Miss Danielle on October 11, 2021 that Child A had been hit by a teacher verbally in the main office. The Mother of Child A stated that she never received a call that an accident had occurred at the child care center. The Mother of Child A stated on December 3, 2021 that she was not given an accident

report at pick up on October 11, 2021. The Mother of Child A stated that she never signed an accident report for October 11, 2021. The Mother of Child A stated that she did get an accident report on October 12, 2021. The Mother of Child A stated on December 3, 2021 that she was never asked to sign the accident report given to her on October 12, 2021. The Mother of Child A stated that she has never signed an accident report at the child care center. The Mother of Child A stated that Child A has attended the child care center for one year. The Mother of Child A stated that Child A has had other accident over the year. The Mother of Child A stated that she has not had to sign any accident reports over the past year.

Pastor Troy McCrory stated on October 14, 2021 that The Mother of Child A did not sign the bottom of the accident reports. Pastor Troy stated that he does not know why the bottom of the accident reports are not signed. Pastor Troy stated that he did not know if The Mother of Child A received the accident reports. Pastor Troy stated that he will do a better job of following up on accident reports being signed in the future. Pastor Troy stated that he will do a better job of making sure accident reports are being given to parents the same day the accident occurs.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
All staff will attend a training that covers challenging behaviors and activity, curriculum, and appropriate practice building. A recommended training is Inclusion 411: Module 4 Reframing: A New Way to look at Social Emotional Development and Challenging Behaviors https://info.mo.gov/dese/childhood/Inclusion/modulefour/ . This training can be found on the Office of Childhood webpage. All training must be viewable in OPEN toolbox for approval.	Yes	12/22/2022
CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility will submit an updated discipline policy to Child Care Compliance. Once the discipline policy has been reviewed and approved, the provider will submit a updated NPR. The NPR will include a statement notifying parents that the discipline policy has been updated. The director will send child care compliance an e-mail on the date in which the new discipline policy and updated NPR was issued out to parents.	Yes	9/30/2022
CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall conduct a staff meeting to review the center's policies and all licensing exempt rules regarding 5 CSR 25-300.060 (1)(B)2, and 5 CSR 25-300.050 (11). The facility must provide Child Care Compliance with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow license exempt rules and regulations.	Yes	10/6/2022

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

4/15/2022

APPROVING SUPERVISOR

SCOTT, CHRISTINA