



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
11/7/2023

DVN
002741555

FACILITY NAME

CSS EARLY LEARNING CENTER

FACILITY ADDRESS

1401 W AUSTIN ST

CITY

WEBB CITY

ZIP CODE

64870-1617

PHONE NUMBER

(417) 673-4940

COUNTY

JASPER

ASSIGNED SPECIALIST

RADNEY, HEATHER E

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.

5 CSR 25-500.192(5)(A)

In case of accident or injury to a child, the provider shall notify the parent(s) immediately. If the child requires emergency medical care, the provider shall follow the parent's(s') written instructions.

CONCLUSION SUMMARY

Compliance Inspector (CI) Heather Radney conducted an investigation of the allegation that on November 7, 2023 at approximately 11:30 a.m., Child A (4 years old) was left outside on the playground unsupervised for approximately four to five minutes. The allegation is substantiated based on the following information:

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.

On November 8, 2023, CI Radney conducted interviews with Director Sarah Gould, Vice President Kirstie Smith and Caregivers Mechele Coppenbarger, Jonelle Villalobos and Kim Carr. Caregiver Kim Carr stated she was outside alone on the playground organizing toys and heard a noise but didn't see anything so she continued working. About a minute later she heard another noise, so she began walking around the playground where she found Child A under the play structure playing with his hands and staring. She picked Child A up and took him inside the building to Sarah Gould. Director Sarah Gould reported Kim came into the building with Child A who was smiling and waving. They walked together to Child A's classroom and met Jonelle Villalobos in the hallway. Caregiver Jonelle Villalobos reported she was headed back out to the playground because she discovered that Child A was not with her class when she was getting the boys ready to do their bathroom break. They usually head in from the playground at 11:30 a.m. so it was about 11:29 a.m. when they got in line to go inside. She laid eyes on Child A again about 11:34 a.m. or 11:35 a.m., when she saw him in the hallway with Kim and Sarah. Caregiver Mechele Coppenbarger reported it is usually 11:30 a.m. when they come back inside from the playground so it couldn't have been more than 3-4 minutes that Child A was alone because they hadn't started bathroom breaks yet, they'd just split boys and girls when Jonelle realized Child A was not with her group.

On November 8, 2023, CI Radney received and reviewed caregiver statements from Kim Carr, Jonelle Villalobos and Mechele Coppenbarger. Kim's Statement reads "I went outside to replace balls in the bucket on the playground. While doing so, I heard a noise and looked around but did not see anything. Just moments later, I heard the noise again so I walked onto the playground to look around. At that point, I found a child, sitting alone and left unattended, under the play structure. I picked him up and hugged him immediately, called him by name, and took him directly to the front office. We then proceeded toward his classroom where we ran into his teacher in the hall, and I handed him to one of his teachers. Kim Carr 11/7/23" Jonelle's Statement reads "We were playing red rover with the kids out on the playground. We lined up to go inside at 11:29. We told the girls to head to the bathroom and the boys to go have a seat at the table. At about 11:34 when it was time for the boys to go to the bathroom that is when I realized Child A was not in the room. I didn't even think about it because he always lines up with us without us having to physically go get him. Jonelle Villalobos 11/7/23" Mechele's Statement reads "We were outside playing on the

playground. When came back inside. Then Jonelle realized we didn't have one of the boys (Child A). Another staff (Kim) brought him back in from the playground as Jonelle was going out to get him. We were playing red rover, red rover then came in. I took the girls straight to the bathroom. Janelle took the boys to the classroom. Then she realized she didn' t have Child A, came to the bathroom and told. I told her to go find him. Mechele Coppenbarger 11/7/23"

On November 8, 2023, CI Radney received and reviewed the Incident Report from CSS Early Learning Center. Nature of Incident listed as "Child was left on playground." Date is November 7, 2023 at 3:16 p.m. Staff present is listed as Jonelle Villalobos. Additional Details states "We lined up to get ready to go inside at 11:29. As we were waling into the classroom we were sending the girls to the bathroom and while I was checking in our boys I realized that Child A was not with us . I notified the other staff that was present and I ran to the playground door to go get him but another staff had stopped me and the door and handed him to me. I am very very sorry that this incident happened. This has never happened before and I just want to send you my sincere apology! Report completed by reads Mechele Coppenbarger. The report is signed by an administration and parent on November 7, 2023.

5 CSR 25-500.192(5)(A) - In case of accident or injury to a child, the provider shall notify the parent(s) immediately. If the child requires emergency medical care, the provider shall follow the parent's(s') written instructions.

Caregivers Jonelle Villalobos and Mechele Coppenbarger reported the incident occurred around 11 :30 a.m. Jonelle reported Child A was back with her around 11:35 a.m. Vice President Kirstie Smith reported Sarah called her at 12:23 p.m. telling her about the incident. Director Sarah Gould reported she called Parent A after speaking to Kirstie . On November 15, 2023, CI Radney conducted a telephone interview with Parent A who reported Director Sarah Gould called her at 3:06 p.m. and told her about the incident with Child A being left alone outside. The provider did not notify Parent A immediately of the accident.

CORRECTIVE MEASURES

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The facility shall notify all staff members of the violations which were substantiated, and specify the actions to be taken by all staff in order to comply with all licensing violations cited. A copy of the memo, letter, or staff meeting agenda shall be submitted to the Office of Childhood .

COMPLETED (Y/N)

Yes

COMPLETED DATE

12/4/2023

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

11/28/2023

APPROVING SUPERVISOR

FOX, ROMENA