



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

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

**DATE OF REPORT**

2/5/2021

**DVN**

002179851

**FACILITY NAME**

KRADLE TO KRAYON CHILDCARE, LLC

**FACILITY ADDRESS**

81 N SHORE DR

**CITY**

LAKE OZARK

**ZIP CODE**

65049-7103

**PHONE NUMBER**

(573) 964-0333

**COUNTY**

MILLER

**ASSIGNED SPECIALIST**

RAYWARNKE, LAUREN R

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

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

The diapering area and handwashing area shall be separate from any food service area and any food-related materials.

19 CSR 30-62.202 (1)(I)

State or local rules, or both, governing food service sanitation shall be maintained in the storage, preparation and service of foods.

**CONCLUSION SUMMARY**

The Section for Child care Regulations (SCCR) determined the allegations of this complaint to be substantiated. The determination was based on observations made by CCFS Ray-Warnke and interviews conducted with Erica Tooley, Director Shauntel Heskett, Assistant Director Jan Joy, Caregivers Lakin Palmer, Malinda Crosthwait, Christina Manion and Courtney Knight.

The reporter did not specify in the report the dates in which the child care facility was continuously out of ratio. CCFS Ray-Warnke requested attendance and staff records of the Infant, Toddler, Two's and Preschool room for the weeks of February 8-12, 2021 and February 15-19, 2021. CCFS Ray-Warnke observed documentation proving constant compliance of ratio in the infant and toddler room for the weeks of February 8-12, 2021 and February 15-19, 2021. The Infant room never exceeded the room capacity of 4 infant children. Caregiver Lakin Palmer was the infant teacher daily. Caregiver Courtney Knight was available daily to provide a lunch break for Lakin Palmer. The toddler room never exceeded the room capacity of 8 toddler children. Caregivers Malinda Crosthwait, Courtney Knight, Christina Manion, Shauntel Heskett and Megan Dziadosz were present and in ratio in the toddler room. The two's room never exceeded the room capacity of 8 children. Caregivers Shauntel Heskett, Christina Manion and Courtney Knight were present and in ratio. On February 8, 2021 the two's room had 2 children present with Shauntel Heskett. On February 8, 2021 the preschool room had 6 children present with Christina Manion. On February 9, 2021 the preschool and two's room were combined. There were 11 children present with 4 children age 2. The caregivers present were Shauntel Heskett and Christina Manion. On February 10, 2021 the preschool and two's room were combined, there were 8 children present with caregiver Christina Manion. There were six children age 3 and two children age 2. On February 11, 2021 there were 10 children present in the preschool room with Shauntel Heskett. On February 12, 2021 there were 10 children present in the preschool room with Courtney Knight.

Caregivers Lakin Palmer, Malinda Crosthwait, Christina Manion, Courtney Knight, director Shauntel Heskett and assistant director Jan Joy all stated that they have never worked in a classroom out of ratio. All caregivers stated that they have never left a classroom out of ratio. All caregivers stated that they have never worked in a classroom where a teacher has left them alone out of ratio in a classroom to prepare lunch. All caregivers stated that they have never left a classroom out of ratio to prepare lunch. Assistant director Jan Joy stated that if she is not available to prepare lunch, the owner Kari Johnson or assistant director Lisa Stover are called to come to the facility to prepare lunch. Jan Joy and director Shauntel Heskett both stated that there is always extra staff. Director Shauntel Heskett stated that they have been sending staff home due to lack of hours available. Shauntel Heskett stated that the child care facility has barely been at 25% capacity. Shauntel Heskett stated that since she has started the facility has never reached 50% capacity. Caregivers Lakin Palmer, Malinda Crosthwait and Christina Manion stated that Courtney Knight is the floater for the child care center to cover bathroom and lunch breaks.

CCFS Ray-Warnke observed a diaper changing handwashing sink in the infant and toddler room. The infant and toddler rooms

are not approved for food preparation. The assistant director Jan Joy and caregivers Lakin Palmer, Courtney Knight and Christina Manion all stated that formula is put into infant bottles in the infant classroom. Caregivers Lakin Palmer, Courtney Knight and Christina Manion all stated that breast milk when thawed is put into bottles in the infant room. The assistant director Jan Joy, Caregiver Lakin Palmer and Malinda Crosthwait all stated that they have seen staff use water from the diaper changing sink in the bottle warming cup. Caregiver Lakin Palmer stated that she has used water from the diaper changing sink in infant bottles. Jan Joy stated that no bottle warmer is in the infant room. Jan Joy stated that toddler staff puts a cup of water in the kitchen microwave to heat water when needed. Assistant director Jan Joy and caregivers Lakin Palmer, Malinda Crosthwait and Christina Manion stated that staff does not have to come out of the toddler room to warm up water in the kitchen microwave. Assistant director Jan Joy, Director Shauntel Heskett and caregivers Lakin Palmer, Malinda Crosthwait, Christina Manion and Courtney Knight stated that they have never seen an infant teacher leave the infant room out of ratio to prepare bottles. All caregivers stated that they have never seen a toddler teacher leave the toddler classroom out of ratio to prepare bottles. The assistant director Jan Joy stated that she has never been informed that bottles could not be prepared in the infant room. Jan Joy stated that sanitation has never cited bottle preparation violations at their facility. Jan Joy stated that a new bottle preparation policy will need to be put into effect immediately.

**CORRECTIVE MEASURES**

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The facility shall conduct a staff meeting to review licensing rules and regulations ; 19 CSR 30-62.182 (1)(E)(7) and 19 CSR 30-62.202 (1)(I) regarding Bottle Preparation and Food Service. The facility must provide the Section for Child Care Regulation with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow these rules and regulations.	Yes	4/28/2021

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The provider will label all handwashing sinks in classrooms as either diaper changing sinks or food preparation sinks. The provider will add the statement that a sink "Is not to be used for food preparation" if the classroom only has one sink in the classroom. The provider will submit pictures to the SCCR for verification.	Yes	4/28/2021

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
Kradle to Krayon will pass a special circumstance sanitation inspection. The provider will submit a copy of the approved inspection to SCCR.	Yes	4/22/2021

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The provider will submit a bottle preparation policy to the SCCR for approval. The provider will include in the policy who will be in charge of preparing bottles daily. If the provider chooses to have parents bring bottles prepared at the start of the day, where will the bottles be stored? If the provider chooses to prepare bottles on site, how will staff alert kitchen staff that bottles are needed? The provider will need to include in the policy how bottles are disposed. The provider will detail how ratio will be maintained at all times while warming bottles, or will submit a plan of how to warm bottles in the classroom. Once the policy is approved the provider will provide the Section for Child Care Regulation with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow the bottle preparation policy.	Yes	4/29/2021

<b>DISPOSITION</b>	<b>DISPOSITION DATE</b>
SUBSTANTIATED	4/2/2021

**APPROVING SUPERVISOR**  
TODARO, KAYLA