



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

DATE OF REPORT
12/14/2022

DVN
002777286

FACILITY NAME
EAGLES ACADEMY LLC

FACILITY ADDRESS
1438 S MINTER WAY

CITY
GRAIN VALLEY

ZIP CODE
64029-9648

PHONE NUMBER
(816) 355-0663

COUNTY
JACKSON

ASSIGNED SPECIALIST
GREER, JOHN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.092(1)(C)2.

Infants and toddlers. Infants and toddlers who are unable to sit at a table shall have one (1) piece of mealtime feeding equipment for every four (4) infant/toddlers which may include feeding tables, high chairs, infant seats or other safely designed infant seating equipment. Equipment shall be provided which will allow the child to sit comfortably and securely while being fed. Appropriate restraints shall be used.

5 CSR 25-500.112(1)(A)

Birth Through Two (2) Years. Groups composed of mixed ages through two (2) years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group;

5 CSR 25-500.112(1)(C)

Ages Three Through Four (3-4) Years. Groups composed solely of three (3) - and four (4) -year olds shall have no less than one (1) adult to ten (10) children;

5 CSR 25-500.112(2)

If a center has an attendance of more than fifty (50) children, the center director or individual in charge shall not be included in staff/child ratios except during naptime or on an emergency substitute basis.

CONCLUSION SUMMARY

On December 14, 2022, the Office of Childhood received an allegation that the facility is out of ratio and children are not strapped into sitting equipment. After conducting an investigation, Compliance Inspector (CI) JD Greer has found the allegation to be substantiated based on the following evidence:

5 CSR 25-500.092(1)(C)2. which states, "Infants and toddlers. Infants and toddlers who are unable to sit at a table shall have one (1) piece of mealtime feeding equipment for every four (4) infant/toddlers which may include feeding tables, high chairs, infant seats or other safely designed infant seating equipment. Equipment shall be provided which will allow the child to sit comfortably and securely while being fed. Appropriate restraints shall be used."

On December 21, 2022, CI Greer conducted a walkthrough of the building and observed seven of the infant/toddlers sitting in seats were unbuckled. CI Greer observed each seat had a buckle that was not in use.

On December 21, 2022, CI Greer interviewed Caregiver Taylor Tuttle who stated she knows straps on chairs need to be used with toddlers, but she got nervous and didn't buckle them.

On December 21, 2022, CI Greer interviewed Caregiver Mikayla Howard who stated the caregivers in the toddler room often do not buckle children into the seats.

5 CSR 25-500.112(1)(A) which states, "Birth Through Two (2) Years. Groups composed of mixed ages through two (2) years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group;"

AND

5 CSR 25-500.112(1)(C) which states, "Ages Three Through Four (3-4) Years. Groups composed solely of three (3) - and four (4)

-year olds shall have no less than one (1) adult to ten (10) children;"

On December 21, 2022, CI Greer interviewed Caregiver Bethany Danahy who stated the facility does not have enough staff and it is a daily issue. There are twelve children in the toddler room at least a few times a week.

On December 21, 2022, CI Greer interviewed Caregiver Ellaina Blackmon who stated the facility is out of ratio once or twice a week. The Pre-K and 3's rooms tend to be the two rooms that are often out of ratio.

On December 21, 2022, CI Greer interviewed Caregiver Taylor Tuttle who stated in the past two weeks, the facility was out of ratio on Monday and Wednesday. She believes it was approximately 10:00 a.m. to 1:00 p.m. that the facility was out of ratio. The 2's classroom was out of ratio a couple months ago. The ratio in the 2's room was 1:10 or 1:11 for a few hours.

On December 21, 2022, CI Greer interviewed Caregiver Kassidy Beal who stated the toddler classroom is out of ratio almost every day. Two or three toddlers are often placed in the 2-year-old room almost every day. Pre-k is only out of ratio when school-age children are at the facility. Morning time tends to be when ratios are the worst. The 3-year-old room has ratio issues every morning. The 3-year-old room is often 3-4 children over ratio.

On December 21, 2022, CI Greer interviewed Caregiver Erica Brown who stated she has seen up to 12 children in the toddler room, but usually just 10. The 3's room is often out of ratio. The evening of December 20, 2022, the Pre-K classroom was out of ratio with 1:15.

On December 21, 2022, CI Greer interviewed Caregiver Natalie Pearson who stated the 3-year-old room was out of ratio a couple weeks ago.

On December 21, 2022, CI Greer interviewed Caregiver Mikayla Howard who stated the toddler room has ratio issues every day. Toddlers will be moved to the infant room or up to 2's room.

On December 21, 2022, CI Greer conducted a walkthrough of the facility and observed Caregivers Courtney Brothers, Taylor Tuttle, and Jamie Savage were present with twelve infants/toddlers, 10-months-old to 15-months-old. Caregiver Kassidy Beal was present with nine children, seven 2-years-old, one 16-months-old, and one 17-months-old. The room is not part of the infant/toddler unit.

5 CSR 25-500.112(2) which states, "If a center has an attendance of more than fifty (50) children, the center director or individual in charge shall not be included in staff/child ratios except during naptime or on an emergency substitute basis."

On December 21, 2022, CI Greer conducted a walkthrough of the building and observed Director Hunter Johnston was present with three school age children. The center had an attendance of 68 children.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The provider shall create a plan that ensures children under the age of 24 months are not cared for outside of the I/T unit. The plan shall be reviewed with all staff members (paid employees and paid or unpaid volunteers) and all staff members shall sign a statement that they will adhere to the plan. A copy of the plan and the signed statements shall be provided to the Office of Childhood	Yes	3/7/2023
The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding infant/toddler furniture. Specifically, 5 CSR 25-500.092(1)(C)2. which states, "Infants and toddlers. Infants and toddlers who are unable to sit at a table shall have one (1) piece of mealtime feeding equipment for every four (4) infant/toddlers which may include feeding tables, high chairs, infant seats or other safely designed infant seating equipment. Equipment shall be provided which will allow the child to sit comfortably and securely while being fed. Appropriate restraints shall be used."	Yes	3/7/2023
The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding staff/child ratio. Specifically, 5 CSR 25-500.112(1)(A) which states, "Birth Through Two (2) Years. Groups composed of mixed ages through two (2) years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group;" AND 5 CSR 25-500.112(1)(C) which states, "Ages Three Through Four (3-4) Years. Groups	Yes	3/7/2023

composed solely of three (3) - and four (4) -year olds shall have no less than one (1) adult to ten (10) children;"

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding staff/child ratios and attendance. Specifically, 5 CSR 25-500.112(2) which states, "If a center has an attendance of more than fifty (50) children, the center director or individual in charge shall not be included in staff/child ratios except during naptime or on an emergency substitute basis." The facility must provide the Office of Childhood- Childcare Compliance with a statement, signed by all staff members (paid employees and paid/unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.	Yes	3/7/2023

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall have all staff members (paid employees and paid/unpaid volunteers) obtain one (1) clock hour of approved training on staff/child ratio, outside the Eagles Academy LLC network. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at http://www.moworkshopcalendar.org/ . The local Child Care Aware agency may also assist in finding training. The Child Care Aware website can be found at http://www.childcareaware.org/ . Verification of training completion shall be from the Open Initiative Toolbox report.	Yes	3/20/2023

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall have all staff members (paid employees and paid/unpaid volunteers) obtain one (1) clock hour of approved training on infant/toddler care, outside the Eagles Academy LLC network. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at http://www.moworkshopcalendar.org/ . The local Child Care Aware agency may also assist in finding training. The Child Care Aware website can be found at http://www.childcareaware.org/ . Verification of training completion shall be from the Open Initiative Toolbox report.	Yes	3/13/2023

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
Signs shall be posted at all entrances of the rooms displaying the required staff/child ratios.	Yes	3/13/2023

DISPOSITION	DISPOSITION DATE
SUBSTANTIATED	2/10/2023

APPROVING SUPERVISOR
NURNBERG, TONY A