



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

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

DATE OF REPORT

7/3/2019

DVN

001612517

FACILITY NAME

STEPHEN'S HOUSE

FACILITY ADDRESS

5755 N NORTHWOOD RD

CITY

KANSAS CITY

ZIP CODE

64151

PHONE NUMBER

(816) 741-5056

COUNTY

PLATTE

ASSIGNED SPECIALIST

BARTON, JANA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-62.192 (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) written instructions.

CONCLUSION SUMMARY

Section for Child Care Regulation has determined this complaint to be substantiated. During the course of the investigation, Director Jan Krug, Assistant Director Nikki Wells, Child A's regular caregivers Lauren Rhoad and Cassie Glass, and Child A's mother were interviewed. All staff gave consistent statements regarding Child A being rough with other children and instigating the bites. They also gave consistent statements of having a plan in place to try to prevent further bites by addressing the issues that were causing the bites. Incident reports were completed for all three bites; however, parents were not notified immediately of all of the bites. Child A's mother stated that all of the bites occurred in the morning and they were not notified until pickup in the late afternoon. Director Jan Krug stated that Child A's father was informed of the bite at pickup on July 1st. The incident report indicated that the bite occurred at 7:40 a.m. that morning. Based on consistent statements by Director Jan Krug and Child A's mother that parents were not notified immediately of this bite, this complaint is substantiated.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

Director Jan Krug will closely review licensing rule 19 CSR 30-62.192 (5)(A) with all staff and will revise current policy/procedure to include that parents will be notified immediately of any accidents or injuries. Director Jan Krug will submit a copy of the revised policy/procedure to SCCR and documentation that all staff have been informed of the policy/procedure.

COMPLETED (Y/N)

Yes

COMPLETED DATE

9/11/2019

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

9/5/2019

APPROVING SUPERVISOR

TAYLOR, WANDA ILENE