



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

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

**DATE OF REPORT**  
12/13/2018

**DVN**  
002600475

**FACILITY NAME**  
TTLC - ES, LLC

**FACILITY ADDRESS**  
1452 KEARNEY RD

**CITY**  
EXCELSIOR SPRINGS

**ZIP CODE**  
64024-1746

**PHONE NUMBER**  
(816) 637-9525

**COUNTY**  
CLAY

**ASSIGNED SPECIALIST**  
ZEIGENBEIN, JILL EILEEN

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-62.192 (2)

The Ill Child.

19 CSR 30-62.192 (2)(B)

Each child's parent(s) shall be notified immediately when any contagious disease occurs in the facility.

19 CSR 30-62.192 (2)(D)

The parent(s) or his/her designee shall be contacted when signs of illness are observed. Unless determined otherwise by the parent(s) or provider, a child with no more than one (1) of the following symptoms may remain in care.

19 CSR 30-62.192 (2)(D)(4)

When a child has vomited once with no further vomiting episodes, other symptoms, or both.

19 CSR 30-62.192 (2)(E)

If children exhibit any of the following symptoms, they must be sent home.

19 CSR 30-62.192 (2)(E)(1)

Diarrhea - more than one (1) abnormally loose stool. If a child has one (1) loose stool, s/he shall be observed for additional loose stools or other symptoms.

19 CSR 30-62.192 (2)(E)(11)

Fever over one hundred degrees Fahrenheit (100F) by mouth or ninety-nine degrees Fahrenheit (99F) under the arm.

19 CSR 30-62.122 (1)

Staff and Volunteers.

19 CSR 30-62.122 (1)(G)

Staff or volunteers shall not work when ill if the health or well-being of children is endangered.

**CONCLUSION SUMMARY**

Section for Child Care Regulation has determined this complaint is substantiated based on statements made by Director Lindsey Moehlman that she does not send children home until they have a temperature of 100.4. Caregiver Shayla Smith stated that children are not sent home until they have three or more loose stools. CCFS Jill Zeigenbein's review of the facility parent handbook which stated a child will be sent home when they exhibit diarrhea and a temperature over 100 degrees. Caregivers Amanda Costello, Dystinie Ellison, Kaitylyn Callaway, and Jessica Hulse, all stated they have either had to come to work when sick or bring their child when they were sick due to coverage for the classrooms. Caregiver MaKayla Miller stated she had seen staff come into work when they were sick and caregiver Doris Scarborough stated staff and children have come in sick until ratios are figured out and then allowed to leave. Director Lindsey Moehlman tries to move children around or call in other staff to get them out, but they are made to come in ill until coverage is found so they can leave.

**VIOLATION(S)**

19 CSR 30-62.082 (2)(B)(2)(B)(V)

In facilities initially licensed for infant/toddler care after the effective date of these rules or facilities adding new infant/toddler space, no more than twentyfour (24) infants/toddlers and/or two (2)-year olds shall be in a room. A room shall be defined as an area separated from other parts of the building by floor-to-ceiling walls. Stable partitions a minimum of four feet (4') in height shall be used to separate the infant/toddler or two (2)-year old groups, or both, in a room.

19 CSR 30-62.112 (1)

The following staff/child ratios shall be maintained on the premises at all times.

19 CSR 30-62.112 (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.

19 CSR 30-62.112 (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.

19 CSR 30-62.112 (1)(E)

Mixed Age Groups Two Years (2) and Up. Groups composed of mixed ages of children two (2) years of age and older shall have no less than one (1) adult to ten (10) children with a maximum of four (4) two (2)-year olds. When there are more than four (4) two (2)-year olds in a mixed group, the staff/child ratio shall be no less than one (1) adult to eight (8) children.

**CONCLUSION SUMMARY**

Section for Child Care Regulation has determined this complaint is substantiated based on statements made by caregivers Dystenie Ellison and Makayla Miller that staff child ratios are sometimes off at the daycare . Caregiver Dystenie Ellison stated that she has had to keep her one year old in the three year old room in a pack and play. Director Lindsey Moehlman has moved one year olds to the two year old room to correct ratios and that the infant/toddler rooms sometimes have nine infants with two staff. Further, caregiver Dystenie Ellison stated that in November the ratios were off in the infant unit , caregiver Allison Baxter stated that she had staff child ratios off in the one year old room when she had nine children with two staff . Caregiver Amanda Costello stated that the Growing three's, Super Stars, Adventure Kids and Kids Zone all had to stay outside with four staff because there were not enough staff to maintain staff child ratios inside . Caregiver Kaitlyn Callaway and Amanda Costello stated that Lindsey Moehlman has moved one year olds up to the two year old room before the children were two years old. Caregiver Doris Scarborough stated that the staff child ratios in the Adventure Kids room are off when the school aged children arrive because they combine the four and five year olds with the school aged children and have the staff child ratio of one staff with sixteen (16) children. Caregiver Makayla Miller stated that sometimes the staff child ratios are off in the afternoon when staff are doing a bus run and the school bus kids arrive before staff return . Caregiver Jessica Hulsel stated that there has been a problem with ratios for about one to two months and that she has had nine infants/toddlers in her room before by herself.

**CORRECTIVE MEASURES**

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The facility will submit a statement signed by all staff that they understand what the required child/staff ratios are for each age group and that they agree to comply. If a classroom is at maximum staff child ratio, no further children will be accepted for care in the room until sufficient staff is arranged. Further this statement will outline a procedure on how the facility will maintain staff child ratios at all times.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

3/18/2019

**CORRECTIVE MEASURE**

The facility will submit a statement that no child or staff person will be allowed to remain at the daycare when sick. Further this statement will outline the procedure that will be used when staff or a child is ill.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

3/18/2019

**CORRECTIVE MEASURE**

The Director will conduct a training with all staff discussing the Licensing Rules and TTLC-ES, LLC policy when children and staff are ill. All staff will sign a statement that they understand and agree to comply.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

3/18/2019

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

2/8/2019

**APPROVING SUPERVISOR**

KENNEDY, AMY C