



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
3/9/2023

DVN
001632719

FACILITY NAME

TRI-STATE FAMILY YOUNG MEN'S CHRISTIAN ASSOCIATION

FACILITY ADDRESS

4701 CHOUTEAU DR

CITY

NEOSHO

ZIP CODE

64850-9123

PHONE NUMBER

(417) 455-9999

COUNTY

NEWTON

ASSIGNED SPECIALIST

MERTZ, CAYLIN

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 25-500.082(6)(A)3.

Adult supervision shall be provided at all times when children are outside. For children three (3) years of age and above, staff/child ratios may be one and one-half (1 1/2) times the indoor staff/child ratios. The required indoor staff/child ratios shall be maintained on the premises at all times.

CONCLUSION SUMMARY

On March 9, 2023, the Office of Childhood received a report alleging that the facility left a child outside on the playground unattended. After conducting an investigation, Compliance Inspector (CI) Caylin Mertz has found this allegation to be substantiated based on the following evidence and rule violations:

5 CSR 25-500.182(1)(A)1 which states "Caregivers shall not leave any child without competent adult supervision."

AND

5 CSR 25-500.182(1)(A)3 which states "Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises."

AND

5 CSR 25-500.082(6)(A)3 which states "Adult supervision shall be provided at all times when children are outside. For children three (3) years of age and above, staff/child ratios may be one and one-half (1 1/2) times the indoor staff/child ratios. The required indoor staff/child ratios shall be maintained on the premises at all times."

On March 20, 2023, Compliance Inspector (CI) Caylin Mertz conducted an unannounced inspection at the facility. Staff, Taylor Adams, was interviewed. She was inside cleaning when Alexis entered the building with her class. About 15 minutes later Parent B and Parent C entered and stated a child was outside on the playground crying. Taylor immediately retrieved Child A (two-years-old) and contacted Parent A. Child A (two-years-old) was crying when Taylor went out to get him. Several other staff including Sandy Blanchard, Autumn Reid, and Katina were interviewed. They each provided consistent statements concluding that Alexis failed to take attendance and did leave a child outside on the playground alone. Video footage was received and reviewed. The video shows Alexis line up her class, grab a couple of coats off the table without taking attendance or counting the children. Alexis then enters the building and still does not take attendance or count the children. Child A (two-years-old) is observed wandering around the playground. At one point he goes to knock or pull on the door but is unsuccessful. Parent A (Child A's Mother) was interviewed. She stated the facility immediately notified her about the incident and has put measures in place to ensure this does not happen again. CI Mertz interviewed Parent B (Child B's Mother). When they arrived around 4:30 pm to pick up Child B (two-years-old) she noticed a child alone on the playground. The child appeared to be crying. She immediately told facility staff who went outside to get the child. She did note that staff immediately took another head count after

Child A (two-years-old) was brought inside. CI Mertz attempted to interview staff, Alexis, but was unsuccessful. Based on the information received, Child A (two-years-old) was left unsupervised on the playground for 15 minutes. Alexis failed to provide frequent direct contact with Child A.

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

3/31/2023

CORRECTIVE MEASURE

The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding head counts and supervision. The facility must provide the Office of Childhood with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.

COMPLETED (Y/N)

Yes

COMPLETED DATE

3/31/2023

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

7/18/2023

APPROVING SUPERVISOR

FOX, ROMENA