



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
1/6/2022

DVN
001825332

FACILITY NAME

KIDS FIRST, INC.

FACILITY ADDRESS

3632 S GRAND BLVD

CITY

ST LOUIS

ZIP CODE

63118-3404

PHONE NUMBER

(314) 577-6800

COUNTY

ST LOUIS CITY

ASSIGNED SPECIALIST

FYFE, IAN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.192(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(s') written instructions.

CONCLUSION SUMMARY

Compliance Inspector (CI) Ian Fyfe and Compliance Inspection Supervisor (CIS) Marla Chrisco conducted an investigation regarding the allegation staff of Kid's First, Inc. did not properly notify Parent A (Parent of Child A) of Child A's injury after the injury had occurred. After conducting an investigation, CI Fyfe finds this allegation to be substantiated. The conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

5 CSR 25-500.192(5)(A). which states: "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(s') written instructions."

On January 7, 2022, CI Fyfe and CIS Chrisco arrived at the facility and interviewed teacher Eloise Thomas-Butler. Ms. Butler stated that Child A did have an accident on January 5, 2022, approximately at 11 AM and that she did fill out an accident report for the incident. Ms. Butler stated that Child A was playing and that the child suffered an injury after falling down. Ms. Butler stated that she checked the child but did not observe any marks or injuries. Ms. Butler stated that after she examined the child, staff member Tiffany Townsend came to the classroom and retrieved an accident report for herself to fill out, as well as the children's enrollment forms. Ms. Butler stated that she did not call Parent A due to the fact that she could not find Child A's name in the book of enrollment forms. It was eventually discovered that Child A's enrollment form was in the book with all other enrollment forms, but that the name was incorrect. Instead of having Child A's first and last name, the enrollment form had Child A's last name twice. Ms. Butler stated that at the end of the day, approximately at 4:15 PM, she informed Child A's brother of the incident when he arrived to pick up Child A.

After interviewing Ms. Butler, CI Fyfe and CIS Chrisco interviewed staff member Tiffany Townsend. Ms. Townsend informed CI Fyfe and CIS Chrisco that she was aware of Child A's accident. Ms. Townsend stated that Ms. Butler informed her of what had happened and that she examined Child A. Ms. Townsend stated that after observing a light mark on Child A's face, they applied an ice pack to the child's face. Ms. Townsend stated that after treating the child's injury, they filled out an accident report. Ms. Townsend stated that she provided Ms. Butler with the right contact information for Parent A, but that Ms. Butler had become confused as Child A's name was incorrect on the form. Ms. Townsend stated that the staff at the facility are trained to call the parents when a child falls, no matter how severe the fall is.

Ms. Townsend informed CI Fyfe and CIS Chrisco that Parent A had come to the facility the following day to discuss the incident and discuss why they were not notified. Ms. Townsend stated that she was not able to provide Parent A with a copy of the accident report due to the fact that Parent A had already left the facility.

Following the investigation at the facility, CI Fyfe and CIS Chrisco traveled to the residence of Child A and Parent A on January 7, 2022, where they observed a bruise under the eye of Child A. The bruise was approximately two to three inches long. Parent A informed CI Fyfe and CIS Chrisco that she was not informed of the accident until she reached out to the facility the following day. Parent A stated that Child A's brother was informed of the incident when he picked up Child A from the facility, but that he

was not given an accident report.

CI Fyfe and CIS Chrisco made contact with the reporter who made the complaint, but they had no further information to include in the report.

CORRECTIVE MEASURES

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The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding accidents and injuries. The facility must provide the Child Care Compliance Section 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

12/9/2022

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

3/4/2022

APPROVING SUPERVISOR

CHRISCO, MARLA L