



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

DATE OF REPORT
3/23/2021

DVN
002055841

FACILITY NAME

ALPHA TOTS LEARNING CENTERS, INC.

FACILITY ADDRESS

1601 W SUNSHINE ST STE Q

CITY

SPRINGFIELD

ZIP CODE

65807-2208

PHONE NUMBER

(417) 866-0707

COUNTY

GREENE

ASSIGNED SPECIALIST

DONSON, ANGEL

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-62.182 (1)(A)(3)

Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises.

19 CSR 30-62.182 (1)(A)(4)

Children under three (3) shall be supervised and assisted while in the bathroom.

19 CSR 30-62.182 (1)(C)(9)

Punishment or threat of punishment shall not be associated with food, rest or toilet training.

CONCLUSION SUMMARY

Section for Child Care Regulation (SCCR) determined these rules to be violated based on interviews with caregivers and a review of documents and photographs. During the course of the investigation, CCFS Angel Donson interviewed Director Neena Gill, caregivers Ashley Ross, Erica Baker, Abby Fournier, Erika Williamson, Kayla Haggard, Makayla Dinwiddie and Child B's Grandmother. Caregiver Ericka Williamson reported she works in the preschool classroom where the two and three year old children are, she mainly works with Ashley Ross.

Ms. Williamson stated she has seen director Neena Gill put children in timeout in the bathroom but does not shut the door. She has seen Neena have a child step in the bathroom for a minute if they are being destructive to the other children and will talk to the child. This was confirmed by caregiver Ashley Ross and Abby Fournier. Ms. Ross reported there is one child that likes to go in the bathroom to calm down and be by herself. Former caregiver Kayla Haggard was interviewed during the course of the investigation and reported Ms. Gill asked if she could put her child in time out in the bathroom, to which she said no. Ms. Haggard stated she has seen Neena put Child B in the bathroom for timeout until she stops crying. Ms. Haggard reported the bathroom door would be shut but no locked. Eric Baker reported Neena would put children in the bathroom for timeout and will shut the door but not lock it and the children do not know they can come out "it scares them." Director Neena Gill denied closing the bathroom door on children for timeout; however she does use the bathroom for time out. The facility used punishment or threat of punishment associated with toilet training by placing children for timeout in the bathroom.

Kayla Haggard also reported that she found two children (Child B and Child C) unsupervised in the bathroom with the bathroom door shut. Ms. Haggard stated each child had a pair of "adult scissors" ; her daughter (Child C) was standing on top of the changing table cutting her hair and Child B was sitting in the sink cutting her hair. CCFS observed a photo of Child C with an even hair cut and Child C's shirt appeared to have hair pieces all over the shirt. Child B's grandmother stated towards the end of last year (2020) Child B cut her own hair at the center. Child B's grandmother reported she was told Child B cut her own hair during "crafts" and this was concerning to her because Child B could have cut herself or another child. The facility failed to supervise and assist children under three while in the bathroom. The facility also failed to provide frequent, direct contact so children are not left unobserved on the premises when these two children were able to get into the bathroom and cut their hair.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

All caregivers and volunteers counting in child staff ratio shall obtain a minimum of one (1) clock hours of training related to age appropriate discipline . This should include developmentally appropriate practices related to managing behavior.

COMPLETED (Y/N)

Yes

COMPLETED DATE

12/21/2021

CORRECTIVE MEASURE

All caregivers shall complete a one hour training on supervision in the child care setting.

COMPLETED (Y/N)

Yes

COMPLETED DATE

12/21/2021

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

6/15/2021

APPROVING SUPERVISOR

WHITE, LEAH