



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

DATE OF REPORT
6/3/2021

DVN
002694026

FACILITY NAME

APPLE OF YOUR EYE ACADEMY LLC

FACILITY ADDRESS

2580 BAUMGARTNER RD

CITY

ST LOUIS

ZIP CODE

63129-3569

PHONE NUMBER

(314) 846-1599

COUNTY

ST LOUIS

ASSIGNED SPECIALIST

WILMESHER, LAURA

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

Child Care Facility Specialist (CCFS) Laura Wilmesher conducted an investigation regarding the allegation that on May 25, 2021, Child A was bit several times on the arm during a second biting incident that day, and the parent was not notified until pickup. After conducting the investigation, CCFS Wilmesher finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

19 CSR 30-62.192 (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) written instructions."

On June 9, 2021, CCFS Wilmesher conducted interviews with several staff members at the facility. LLC managing member Lisa Coulter stated the second incident report never made it to the office for signatures from management or for the parent to be notified.

Director, Kelli Coughlin, stated normally the staff members complete an "ouch report" for anytime a child is injured, and the parent is notified if it's a "major incident." Ms. Kelli stated when she was hired, she was told the parents were notified immediately only for injuries to their heads or major injury.

Caregiver Jessica Kopp stated she was present during the second time that Child A was bit on May 25, 2021, but she did not call or notify Parent A of that incident. Ms. Jessica stated Child A was bit four times during that second incident, from what she can remember.

Caregiver Sydney Davies stated she was with Ms. Jessica the second time Child A was bit on May 25, 2021, and that it happened outside on the playground. Ms. Sydney stated Ms. Jessica is part of the management team, so she assumed Ms. Jessica would've notified Parent A. Ms. Sydney stated the caregivers are supposed to notify management, and someone from management is supposed to notify the parent. Ms. Sydney stated after the second biting incident, Child A had a total of five bite marks on her arm.

Caregiver Brandi Kennedy stated the parents are called if an injury is "severely bad."

CCFS Wilmesher discussed with all caregivers and staff members interviewed that the licensing rule states parents should be notified immediately of any accident or injury to a child, and that it doesn't specify only to notify the parents of a "bad" or "major" injury.

On July 21, 2021, CCFS Wilmesher interviewed Parent A who stated she picked up Child A at the facility a few minutes before 5:00 PM on May 25, 2021. Parent A stated she noticed a lot of redness and red marks on her right arm that were not there when she dropped Child A off that morning. According to Parent A, the staff member said that it had just happened outside, and that two teachers were present and they were tending to other children outside when Child A was bit. Parent A stated she was told

by one of the owners later, Ms. Lisa, that outside time for Child A's classroom was between 3:30-4:00 PM, so there was time to call and tell her before she picked up Child A that she had been bit again .

On July 22, 2021, CCFS Wilmesher received photos of the bite marks on Child A's arm via email from Parent A. Parent A took the photos on May 25, 2021, and the photos showed one large red mark on Child A's left arm and a cluster of several red marks on Child A's right arm.

Child A was a one-year-old and therefore not interviewed.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
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 Section for Child Care Regulation with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.	Yes	6/14/2022

DISPOSITION	DISPOSITION DATE
SUBSTANTIATED	7/27/2021

APPROVING SUPERVISOR
CLARK, ANGELA