



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

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

**DATE OF REPORT**

8/3/2022

**DVN**

001631569

**FACILITY NAME**

TENDERCARE LEARNING CENTER #4

**FACILITY ADDRESS**

1804 BOONE'S LICK RD

**CITY**

ST CHARLES

**ZIP CODE**

63301

**PHONE NUMBER**

(636) 946-8440

**COUNTY**

ST CHARLES

**ASSIGNED SPECIALIST**

GRAHAM, JESSICA

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

5 CSR 25-500.112(1)

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

5 CSR 25-500.112(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**

On August 9, 2022, Compliance Inspector (CI) Jessica Graham investigated the allegation that the facility is constantly out of ratio. On August 02, 2022, there were 9 infants with 1 staff, 20 toddlers-pre-k with 1 staff, and 20 school aged children with 1 staff who was hired as the maintenance man so it is unknown if he qualifies as a teacher. This allegation is substantiated based on the following rule violation:

5 CSR 25-500.112(1)(E) which states the following: "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 old's. When there are more than four (4) two (2) -year old's in a mixed group, the staff/child ratio shall be no less than one (1) adult to eight (8) children."

Caregivers Isabelle Borgard, Kristina Hicks and Tyrianna Draper stated that there have been some staffing issues recently. Sarah Paul, director, said that on August 2, 2022, the facility was short staffed due to people calling in. Ms. Sarah said that Don Mclead was hired on August 1, 2022, and has his background screening and fingerprinting. Mr. Don has not been working alone with the children.

On August 9, 2022, CI Graham observed ratios during the investigation and ratios were incorrect at this time. Ratios were as follows:

Alexis Jordan, caregiver, with eleven children including four 2-year-olds and seven 3-year-olds.

Isabelle Borgard, caregiver, with four children ages 9-months-old to 10-months-old.

Kristina Hicks, caregiver, with ten children, ages 5-years-old to 10-years-old.

Tyrianna Draper, caregiver, arrived during the inspection, correcting ratios.

Sarah Paul, director, arrived later in the inspection.

**CORRECTIVE MEASURES**

**CORRECTIVE MEASURE**

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

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

11/8/2022

with all licensing violations cited. A copy of the memo, letter, or staff meeting agenda shall be submitted to the Office of Childhood.

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

10/19/2022

**APPROVING SUPERVISOR**

CHRISCO, MARLA L