



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

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

DATE OF REPORT

6/16/2021

DVN

002355259

FACILITY NAME

HAPPY HEARTS DAYCARE LLC

FACILITY ADDRESS

825 S ELLIS ST

CITY

CAPE GIRARDEAU

ZIP CODE

63703-7807

PHONE NUMBER

(573) 837-3460

COUNTY

CAPE GIRARDEAU

ASSIGNED SPECIALIST

GRAHAM, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-62.112 (1)

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

19 CSR 30-62.112 (1)(A)

Birth Through Two (2) Years. Groups composed of mixed ages through two (2)- years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group.

CONCLUSION SUMMARY

On June 16, 2021, Compliance Inspector (CI) Jessica Graham investigated the allegation that Parent A picked up Child A from daycare and noticed multiple scratches on her face/ear. Parent A is concerned about neglect and not enough staff. Parent A knows a child scratched Child A, not an adult. This allegation is substantiated based on the following rule violations:

19 CSR 30-62.112 (1) which states: "The following staff/child ratios shall be maintained on the premises at all times:"

19 CSR 30-62.112 (1)(A) which states: "Birth Through Two (2) Years. Groups composed of mixed ages through two (2)- years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group."

On June 16, 2021, CI Graham interviewed Group Home Provider Jarica Green. Ms. Jarica stated that she did not notice any scratches on Child A at all during the day on June 15, 2021. On that day, s. Miranda brought Child A up to her after nap and showed her the scratches on Child A's face. There is usually 7 or 8 children in the room with one caregiver during nap time and the children on that day were ages 1 year to age 4 years.

On June 16, 2021, CI Graham interviewed caregiver Miranda Kirchner. Ms. Miranda stated that she normally has 7 or 8 kids in that room at nap time, but on June 15, 2021, there were only 6 kids. Child A is the youngest napper in the classroom and is hard to get to nap. Child A could have scratched her face with her nails because she wipes her face a lot. Child A constantly touches her face and she

CORRECTIVE MEASURES

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The facility shall conduct a staff meeting to review the licensing rules and regulations regarding staff/child ratios. 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.

COMPLETED (Y/N)

Yes

COMPLETED DATE

9/15/2021

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 with all licensing violations cited. A copy of the memo, letter, or staff meeting agenda(s) shall be submitted to Section for Child Care Regulation.

COMPLETED (Y/N)

Yes

COMPLETED DATE

9/15/2021

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

9/2/2021

APPROVING SUPERVISOR

CLARK, ANGELA