



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
6/17/2022

DVN
000181431

FACILITY NAME

UNLEASHING POTENTIAL

FACILITY ADDRESS

2828 CAROLINE ST

CITY

ST LOUIS

ZIP CODE

63104-1849

PHONE NUMBER

(314) 773-1107

COUNTY

ST LOUIS CITY

ASSIGNED SPECIALIST

HUDSON, ELIZABETH

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(C)7.

Physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair shall be prohibited.

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)(B)

Age Two (2) Years. Groups composed solely of two (2) -year olds shall have no less than one (1) adult to eight (8) children, with no more than sixteen (16) children in a group;

CONCLUSION SUMMARY

On June 17, 2022, the Office of Childhood (OOC) received an allegation that Parent A reported on 06/16/2022 at 4:57 pm, she picked up Child A and Child A complained about pain in her right arm. Child A was taken to an urgent care on 6/16/2022. No fractures or broken bones were found but the doctor stated that Child A's arm may have been pulled with force due Child A crying when the arm is touched. Parent A feels the staff pulled her arm causing the injury. After conducting an investigation, Compliance Inspector (CI) Liz Hudson and Compliance Inspector Supervisor (CIS) Marla Chrisco have found this allegation to be substantiated and the following rules were violated:

5 CSR 25-500.182(1)(C)7 which states that physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair shall be prohibited.

AND

5 CSR 25-500.112(1) which states the following staff/child ratios shall be maintained on the premises at all times:

AND

5 CSR 25-500.112(1)(B) which states Age two (2) years. Groups composed solely of two (2) -year olds shall have no less than one (1) adult to eight (8) children, with no more than sixteen (16) children in a group;

On June 22, 2022, CI Liz Hudson and CIS Marla Chrisco conducted an unannounced inspection at Unleashing Potential Daycare and interviewed Director Patsy Mason who stated that she received a phone call from Ms. Shaye just after 5pm stating Child A's mother was at the Daycare to pick Child A up and Child A was complaining of arm pain. Ms. Mason stated that she had left Ms. Corley with the children at naptime. Ms. Shaye told her that Parent A was taking Child A to the emergency room to have arm looked at. The emergency room was too crowded so Child A was taken to an urgent care. When Ms. Mason called Parent A to see how Child A was doing, Parent A got the attending doctor on speaker phone who stated that x-rays were taken and nothing was broken, bruised or swollen but that the child was most likely pulled or yanked on her arm. The following day Ms. Corley told her that she remembered an incident involving Child A and that she may have pulled Child A too hard to get her over to the changing table. Ms. Corley reported to Ms. Mason that Child A was crying and screaming when taking her hand and leading Child A towards the changing table. Ms. Corley stated to her that Child A fell to the ground while Ms. Corley was still holding Child A's hand which may have resulted in a pull. Ms. Mason stated that Ms. Corley said that she would never hurt any child and turned in a statement with her version of what happened. A video segment of the incident was later observed by Ms. Mason. Ms. Mason stated that the video footage contradicted Ms. Corley's statements and that Child A was observed being grabbed and pulled by the arm while child was playing on the mat by Ms. Corley. Ms. Mason stated that she did not observe Child A screaming or crying. Ms. Mason stated that Ms. Corley was terminated on the following morning of June 17, 2022. CI Hudson and CIS Chrisco could not observe the video footage due to it already being erased.

On June 22, 2022, CI Hudson and CIS Chrisco conducted an interview with Office Manager/ classroom floater, Shaye Jackson, who stated that she has been employed by the daycare for eleven years. She stated that she was working in the infant/toddler room on June 16, 2022 when Ms. Corley called out for help. Ms Shaye stated that Ms. Corley was alone in another classroom with nine children, all 2-years old and the children had just woken up from a nap at 3pm. She stated that most of the children needed help using the potty or needed diaper changes. Children had urinated on themselves and on their cots. Ms. Shaye stated that Ms. Jenni, the second teacher in Ms. Corley's classroom, came into the classroom at approximately 3:30pm-4:00pm. Ms. Shaye stated that Child A told Ms. Jenni that her arm was hurt and was holding her arm and that no one claimed to know what had happened including Ms. Corley. Ms. Shaye stated that Ms. Corley left for the day at approximately 4:30pm. Parent A was at the daycare to pick Child A up at approximately 5pm and Child A was still complaining of pain in her arm. Ms. Shaye stated that Ms. Jenni had filled out an incident report/body check form and gave it to Parent A at pick up explaining that the specific details of an incident were unknown, if there was actually an incident. She stated that Child A kept repeating the words mom, car, arm and hurt but that Child A was observed as being fine that morning. Ms. Shaye contacted Director Patsy Mason to inform her of possible incident and/or injury and informed Ms. Mason that Parent A was taking Child A to the emergency room. Ms. Shaye stated that she was aware that there was an incident between Ms. Corley and Child A observed on video by the director, Ms. Mason. She stated that the video surveillance lasts for twenty four hours and then automatically erases. Ms. Shaye stated that she was aware that Ms. Corley would not be working at the center anymore.

On June 24, 2022, CI Hudson conducted an interview via phone with Caregiver Dashawna Corley. Ms. Corley stated that she worked for almost two months in the Busy Bee room with children all 2-years-old. On June 16, 2022, Ms. Corley stated that she was left alone with a class of nine children all 2-years-old. She stated that Ms. Mason put the children down for a nap while she was on lunch break. She stated that when the children woke up, most of them had either wet themselves, their diaper or wet the cot. Ms. Corley was trying to change diapers and went to take Child A from the mat to the changing table. A couple other children needed help in the bathroom. She hollered for help and then Ms. Shaye came in to help. Shortly after Ms. Shaye came in to help, Ms. Mack came in the room at which time Child A reported to Ms Mack that her arm hurt. Ms. Corley stated that during the night she thought about it. She remembered pulling Child A from the mat when she was by herself with the children. The next morning she told Ms. Mason that pulling her by the arm may have been what injured Child A. She stated that she didn't mean to hurt Child A but that Child A was screaming, crying and being difficult. She stated that she is no longer employed by Unleashing Potential.

On June 24, 2022, CI Hudson conducted an interview via phone with Caregiver Jennifer Mack. Ms. Mack's statements were consistent with Ms. Mason's and Ms. Shaye's statements. She stated that Child A kept repeating "mommy's car" and "arm hurts" multiple times- including when Parent A arrived to pick Child A up. Ms. Mack confirmed that there were nine children in the classroom, all aged 2-years-old and that Ms. Corley was in the classroom with them alone while they were napping and for thirty minutes after the children woke up. Ms. Mack stated that this was the first time she had been in the classroom with Ms. Corley. She stated that she has never known of any problems with Ms. Corley as a caretaker.

On June 27, 2022, CI Hudson conducted an interview via phone with Parent A regarding the incident that occurred on June 16, 2022. Parent A confirmed statements made by Ms. Mason, Ms. Shaye and Ms. Mack. Parent A stated that she has never met or spoken to Ms. Corley. Parent A stated that she was made aware that Ms. Corley was alone with nine children all 2-years-old and feels that this may have been overwhelming for her. Parent A stated that Child A is doing very well now, she has no lingering concerns and that Child A is still attending Unleashing Potential Daycare Center.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
All staff members (paid employees or unpaid volunteers) must take the 1.0 clock hour online training course titled, "Making a Difference: Protecting Health and Keeping Children Safe" available at https://health.mo.gov/safety/childcare/online-training.php Verification of attendance shall be submitted to the Office of Childhood.	Yes	9/9/2022
CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
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 the Office of Childhood.	Yes	9/9/2022

DISPOSITION SUBSTANTIATED		DISPOSITION DATE 8/24/2022
APPROVING SUPERVISOR CHRISCO, MARLA L		