



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
10/26/2021

DVN
000957255

FACILITY NAME

PRECIOUS HEARTS LEARNING CENTER, INC.

FACILITY ADDRESS

2700 N BALLENGER LN

CITY

COLUMBIA

ZIP CODE

65202-1146

PHONE NUMBER

(573) 474-2073

COUNTY

BOONE

ASSIGNED SPECIALIST

MADDOX, CYNTHIA D

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.192(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(s') written instructions.

5 CSR 25-500.192(5)(B)

Information regarding the date and circumstance of any accident or injury shall be noted in the child's record.

CONCLUSION SUMMARY

Office of Childhood, Child Care Compliance has determined that Precious Hearts Learning Center, Inc. violated rules in regards to Child A being choked by another child on the playground and there were no incident reports written nor was the parent notified on October 18, 2021. The following rules were violated:

5 CSR 25-500.192 (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(s') written instructions.

5 CSR 25-500.192(5)(B): Information regarding the date and circumstance of any accident or injury shall be noted in the child's record.

Precious Hearts Learning Center, Inc. was found in violation of the above rules based on statements by facility staff Jessica Post, Anna Sisson, Maddison Pollock and Stacy Gerau.

Specifically:

Jessica Post stated:

-Parent A picked up Child A, went to her car, then came back to talk with her about the situation of Child A getting choked on the playground;

-When there is an accident, reports are written and put in the child's file however, when she looked Child A over not ten minutes after the incident happened she did not see any marks on him including on his neck so she did not write an incident/accident report.

Anna Sisson stated she did not write an incident report because she thought that staff, Jessica Post had taken care of it.

Maddison Pollock stated

-Normally staff would write an incident report.

-She is not sure why one was not written for this incident.

-Normally, staff that see the incident would write up the report, it would be signed off by the director or assistant director and then it would be signed off by the parents.

Stacy Gerau stated

-On October 18, 2021, she saw staff, Jessica Post, talking with Parent A right after Parent A had picked Child A up.

-Since she was not present on the playground, she let Jessica handle whatever situation was going on.

-Parent A did not talk to her or to assistant director, Maddie Pollock.

CORRECTIVE MEASURES

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The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding the following topics: notifying parents when an accident or incident occurs at the facility and writing incident/accident reports for children's files. The facility must provide Office of Childhood, Child Care Compliance with a sign in sheet and agenda of the meeting.

COMPLETED (Y/N)

Yes

COMPLETED DATE

4/14/2022

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

1/10/2022

APPROVING SUPERVISOR

BRUCE, CHRISTINA