



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

DATE OF REPORT
9/11/2023

DVN
002592976

FACILITY NAME

T-REX INVESTMENTS, LLC

FACILITY ADDRESS

531 S SUMMIT DR

CITY

HOLTS SUMMIT

ZIP CODE

65043-1449

PHONE NUMBER

(573) 491-1120

COUNTY

CALLAWAY

ASSIGNED SPECIALIST

HONEA, MICHELLE J

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(E)4.

Diapers and wet clothing shall be changed promptly.

CONCLUSION SUMMARY

On September 11, 2023, the Office of Childhood (OOC) received an allegation that: Employees are leaving children in dirty diapers for extended time. After conducting an investigation, Compliance Inspector (CI) Michelle Honea has found this allegation to be substantiated based on the following evidence:

5 CSR 25-500.182(1)(E)4: which states, "Diapers and wet clothing shall be changed promptly."

On September 12, 2023, CI Honea conducted an unannounced inspection to the facility and interviewed director Samantha Lace Field, caregiver Kaia Killion, caregiver Tiffany Friend, caregiver Amy Grimm, caregiver Maddie Belt, and program manager Nicole Blackburn. Director Samantha stated that seasoned caregivers left, and they have hired new caregivers which came with a whole set of issues. New caregivers do not ask appropriate questions to help with the job. Children are changed every two hours or as needed. Caregivers put all the information in Brightwheel for parents to see. She does not know where the allegations are coming from, but caregivers probably talk to each other about things. Sometimes diaper rash does happen. Caregiver Amy Grimm stated that last week she was given a child that was soaked, and no information was put into Brightwheel about diaper changes for over 3 hours for that child. Program Manager Nicole stated that it has been an issue previously about diaper changes but policies are now in place. Diapers are changed every two hours and checks done in between.

On September 26, 2023, CI Honea conducted a phone interview with Parent A who stated that she arrived at the facility around 5:00 pm or shortly after. Upon arrival the classroom door was closed, and the light was off. She does not know how long the light had been off or the door shut. The caregiver was holding another baby and said that was the last baby there. She told the caregiver that her child was there and walked into the closed classroom. She found her child in a crib in the back corner asleep. She asked the caregiver why Child A was in the room alone in the dark. The caregiver did not know that Child A was even there. The caregiver before did not tell the closing caregiver that a new child was there. The caregiver did not check the room. Child A had not been changed since at least 4:00 pm and he was soaked.

VIOLATION(S)

5 CSR 25-500.182(1)(A)1.

Caregivers shall not leave any child without competent adult supervision.

5 CSR 25-500.182(1)(A)3.

Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises.

CONCLUSION SUMMARY

On September 11, 2023, the Office of Childhood (OOC) received an allegation that: Infant was left in a crib unsupervised. After conducting an investigation, Compliance Inspector (CI) Michelle Honea has found this allegation to be substantiated based on the following evidence:

5 CSR 25-500.182(1)(A)1., which states, "Caregivers shall not leave any child without competent adult supervision."

AND

5 CSR 25-500.182(1)(A)3., which states, "Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises."

On September 12, 2023, CI Honea conducted an unannounced inspection to the facility and interviewed director Samantha Lace Field, caregiver Kaia Killion, caregiver Amy Grimm, caregiver Maddie Belt, and caregiver Nicole Blackburn. All caregivers interviewed stated that they knew about Child A (age 2-months-old) being left alone in the classroom but no one knew which caregivers were in charge of Child A or how long Child A was left in the classroom alone. Caregiver Kaia stated that she was not working on August 14, 2023 when Child A was left in the room but she did hear about it. The morning caregiver did not tell caregiver Robin that Child A was there that day. Robin did not pass the information to the closer that there was still a child in the room. The closer did not do a room check, then turned the light off, and closed the door with Child A asleep inside the room. Caregiver Maddie stated that she was told by Nicole to be up front to greet parents and that caregiver Kam was also told to be up front. Kristine and Tiffany were in the two-year-old room. Jordyn was off the clock and was back in Child A's class with the new staff. Maddie went back towards the classroom and the lights were off, so she assumed no babies were left. She was told there were three babies but there were actually four babies. She does not know who turned the light off. She does not know the exact time this took place. When parent A arrived, Parent A walked in and found Child A in the dark room asleep in the crib. Director Samantha Lace Field stated Robin Surface was the new employee that was in charge of Child A when he was left in the classroom alone. Samantha was told that caregivers and children were combining and did not grab Child A from the room. She was not sure exactly what time that was. Parent A came in during that time to pick up Child A. There are cameras in the majority of classrooms, but the cameras are currently not working correctly.

On September 26, 2023, CI Honea conducted a phone interview with Parent A. Parent A stated that she arrived at the facility around 5:00 pm or shortly after. Upon arrival the classroom door was closed, and the light was off. She does not know how long the light had been off or the door shut. The caregiver was holding another baby and said that was the last baby there. She told the caregiver that her child was there and they walked into the closed classroom. She found her child in a crib in the back corner asleep. She asked the caregiver why Child A was in the room alone in the dark. The caregiver did not know that Child A was even there. The previous caregiver before did not tell the closing caregiver that a new child was there. The caregiver did not check the room. She never received a true explanation on what happened.

On September 27, 2023, CI Honea conducted a phone interview with caregiver Robin Surface. Robin stated that she does not know who left Child A alone in the room. Kam quit, Jordyn quit, and Nicole was terminated so they are no longer there at the facility. She does not remember who took her place the day of the incident. She was never told that Child A was even in the facility. The closer is supposed to clean the room and do a room sweep at the end of the day. She was already gone when the parents came to pick up Child A. Nicole and Kam were usually the caregivers in Child A's classroom and they never said anything to anyone about Child A.

CORRECTIVE MEASURES

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 violations cited. A copy of the memo, letter, or staff meeting agenda shall be submitted to the Office of Childhood.	Yes	4/9/2024

DISPOSITION	DISPOSITION DATE
SUBSTANTIATED	11/17/2023

APPROVING SUPERVISOR
CHRISCO, MARLA L