



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

DATE OF REPORT
9/25/2019

DVN
002272277

FACILITY NAME

THE FAMILY TREE HOUSE CHRISTIAN ACADEMY LLC

FACILITY ADDRESS

2225 APOLLO DR

CITY

FENTON

ZIP CODE

63026

PHONE NUMBER

(636) 825-3818

COUNTY

ST LOUIS

ASSIGNED SPECIALIST

TRUESDALE, MICHELLE (SHELLEY)

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-62.182 (1)(E)(2)

The diapering table shall be cleaned thoroughly with a disinfectant after each use.

19 CSR 30-62.102 (1)(D)

Caregivers shall be capable of carrying out assigned responsibilities and shall be willing and able to accept training and supervision.

19 CSR 30-62.102 (1)(H)

The provider shall have available a copy of the Licensing Rules for Group Day Care Homes and Child Day Care Centers in Missouri. All caregivers and volunteers working directly with children shall be required to review and be knowledgeable of the rules at the time they begin work and shall be able to understand and apply those rules which relate to their respective responsibilities.

CONCLUSION SUMMARY

19 CSR 30-62.182 (1)(E)(2) states, "The diapering table shall be cleaned thoroughly with a disinfectant after each use."

AND

19 CSR 30-62.102 (1)(D) states "Caregivers shall be capable of carrying out assigned responsibilities and shall be willing and able to accept training and supervision."

AND

19 CSR 30-62.102 (1)(H) states "The provider shall have available a copy of the Licensing Rules for Group Day Care Homes and Child Day Care Centers in Missouri. All caregivers and volunteers working directly with children shall be required to review and be knowledgeable of the rules at the time they begin work and shall be able to understand and apply those rules which relate to their respective responsibilities."

The allegation that caregivers in the toddler room did not disinfect the diapering table between diaper changes is substantiated based on CCFS Truesdale's review of video footage from the classroom dated September 24, 2019 and September 25, 2019. On both days caregivers Darlene Tennyson and Addie Bryan changed multiple children's diapers without ever disinfecting the diapering table between changes. The video footage dated September 24, 2019 showed 4 different children were diapered from 8:08am - 8:11am without cleaning and/or disinfecting the diapering table between changes. The video footage dated September 25, 2019 showed at 8:23am that 2 children were diapered without cleaning and/or disinfecting the diapering table between changes. Both caregivers, Darlene Tennyson and Addie Bryan, failed to carry out their assigned responsibilities to clean and disinfect the diapering table after each diaper change which demonstrates not being knowledgeable of the licensing rules that apply.

VIOLATION(S)

19 CSR 30-62.102 (1)(E)

Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests and problems of children in care.

CONCLUSION SUMMARY

19 CSR 30-62.102 (1)(E) states that, "Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests and problems of children in care."

The allegation that Darlene Tennyson was aggressive during diaper changes in the toddler room is substantiated based CCFS Truesdale's October 1, 2019 review of video footage from September 24, 2019 of Ms. Tennyson changing diapers. Ms. Tennyson did not appear to be sensitive to the fact that she pushed the child's head into the side of the diapering table and pulled the child's legs up so high that only the child's head and shoulders touched the diapering surface. The child was crying throughout the diapering process.

In an interview with Ms. Tennyson on October 1, 2019, she stated that she did not intend to be rough with the children but that some of them were heavier and more difficult to change. Ms. Tennyson stated that she would try to be more gentle during diaper changes.

VIOLATION(S)

19 CSR 30-62.102 (1)(E)

Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests and problems of children in care.

19 CSR 30-62.102 (1)(H)

The provider shall have available a copy of the Licensing Rules for Group Day Care Homes and Child Day Care Centers in Missouri. All caregivers and volunteers working directly with children shall be required to review and be knowledgeable of the rules at the time they begin work and shall be able to understand and apply those rules which relate to their respective responsibilities.

CONCLUSION SUMMARY

19 CSR 30-62.102 (1)(E) state "Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests and problems of children in care."

AND

19 CSR 30-62.102 (1)(H) states "The provider shall have available a copy of the Licensing Rules for Group Day Care Homes and Child Day Care Centers in Missouri. All caregivers and volunteers working directly with children shall be required to review and be knowledgeable of the rules at the time they begin work and shall be able to understand and apply those rules which relate to their respective responsibilities."

The allegation that caregiver Melissa Barker picked up a child by one wrist and moved her several feet is substantiated based on CCFS Truesdale's observation of facility provided video footage dated September 24, 2019 which shows Ms. Barker moving a child away from a doorway by picking her up by her right wrist and moving her away from the door as her feet are unable to touch the ground.

The allegation that on September 24, 2019 caregiver Melissa Webb paid little attention to her group of toddlers as she had her back to them while talking to another caregiver and allowed a child to stand on a chair which tipped over is substantiated based on CCFS Truesdale's observation of facility provided video footage dated September 24, 2019 which shows Melissa Web talking to a co-worker and not intervening when she sees a toddler standing on a chair which eventually tips over.

The caregivers, Melissa Barker and Melissa Webb, were not knowledgeable or sensitive to the needs of the children in their care which demonstrates they are not knowledgeable of the licensing rules that apply.

VIOLATION(S)

19 CSR 30-62.182 (1)(E)(7)

The diapering area and handwashing area shall be separate from any food service area and any food-related materials.

19 CSR 30-62.092 (1)(C)(1)(A)

Individual chairs and table space for the licensed capacity of the facility shall be available for children twelve (12) months of age and older. Chairs shall be proportioned so children's feet are firm on the floor when they are sitting back as far as possible on the chair.

19 CSR 30-62.202 (1)(I)

State or local rules, or both, governing food service sanitation shall be maintained in the storage, preparation and service of foods.

CONCLUSION SUMMARY

19 CSR 30-62.202 (1)(I) states, "State or local rules, or both, governing food service sanitation shall be maintained in the storage, preparation and service of foods."

AND

19 CSR 30-62.182 (1)(E)(7) states "The diapering area and handwashing area shall be separate from any food service area and any food-related materials."

The allegation that a caregiver provided puffs snack to the children by pouring them on the floor and allowing the children to eat off the floor, that drinks for the children were prepared on the dirty changing pad/table, and that a teacher picked up food that dropped on the floor and put it back on the child's plate for them to eat is substantiated based on CCFS Truesdale's review of a September 24, 2019 classroom video still that shows caregiver Addie Bryan pouring cheese puffs on the floor in front of toddlers seated on the floor, video of the children's cups and a container of milk on the classroom diapering table, and video of caregiver Melissa Webb picking dropped food up off the floor and putting it back on the tray of a child who is still eating .

19 CSR 30-62.092 (1)(C)(1)(A) which states "Individual chairs and table space for the licensed capacity of the facility shall be available for children twelve (12) months of age and older. Chairs shall be proportioned so children's feet are firm on the floor when they are sitting back as far as possible on the chair."

Upon CCFS Truesdale's review of a September 24, 2019 classroom video still, it shows that the facility does have tables and chairs in the classroom as one of the video still pictures shows a child sitting at a table eating, however, the staff were pouring chees puffs on the floor and the children were observed eating off of the floor .

VIOLATION(S)

19 CSR 30-62.182 (1)(D)(3)

Caregivers shall be alert to various needs of the child such as thirst, hunger, diaper change, fear of or aggression by other children and the need for attention.

19 CSR 30-62.102 (1)(E)

Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests and problems of children in care.

19 CSR 30-62.102 (1)(H)

The provider shall have available a copy of the Licensing Rules for Group Day Care Homes and Child Day Care Centers in Missouri. All caregivers and volunteers working directly with children shall be required to review and be knowledgeable of the rules at the time they begin work and shall be able to understand and apply those rules which relate to their respective responsibilities.

CONCLUSION SUMMARY

19 CSR 30-62.182 (1)(D)(3) states, "Caregivers shall be alert to various needs of the child such as thirst, hunger, diaper change, fear of or aggression by other children and the need for attention."

AND

19 CSR 30-62.102 (1)(H) states "The provider shall have available a copy of the Licensing Rules for Group Day Care Homes and Child Day Care Centers in Missouri. All caregivers and volunteers working directly with children shall be required to review and be knowledgeable of the rules at the time they begin work and shall be able to understand and apply those rules which relate to their respective responsibilities."

AND

19 CSR 30-62.102 (1)(E) states "Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests and problems of children in care."

The allegation that caregiver Melissa Webb covered the heads of the toddlers in her care at naptime is substantiated based on CCFS Truesdale's review of photos from the classroom video feed from September 24, 2019, which show Melissa Webb getting her class down for nap and their heads are covered with their blankets. The caregiver, Melissa Webb, was not knowledgeable or sensitive to the needs of the children in her care which demonstrates she is not knowledgeable of the licensing rules that apply.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

The facility shall create a plan to ensure how new hire employees are fully trained on the facility's diapering procedures before caring for children. A copy of the plan shall be submitted to the Section for Child Care Regulation.

COMPLETED (Y/N)

Yes

COMPLETED DATE

12/23/2019

CORRECTIVE MEASURE

The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding Infant/Toddler care and diapering. 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

12/23/2019

CORRECTIVE MEASURE

The facility will have all staff attend at least one (1) clock hour of training regarding Infant/Toddler care, as approved by the Section for Child Care Regulation. The training hour must be held by an approved and qualified source, outside of The Family Tree House Christian Academy LLC network. Toolbox verification shall be

COMPLETED (Y/N)

Yes

COMPLETED DATE

1/27/2020

provided to the Section for Child Care Regulation.

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

12/16/2019

APPROVING SUPERVISOR

SMITH, NANCY