



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
2/15/2023

DVN
001776823

FACILITY NAME

KINDERCARE EDUCATION LLC

FACILITY ADDRESS

497 BIG BEND

CITY

BALLWIN

ZIP CODE

63021

PHONE NUMBER

(636) 527-8280

COUNTY

ST LOUIS

ASSIGNED SPECIALIST

HONEA, MICHELLE J

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(C)6.

Firm, positive statements or redirection of behavior shall be used with infants and toddlers.

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.

CONCLUSION SUMMARY

On February 15, 2023, the Office of Childhood (OOC) received an allegation that: On February 10, 2023, staff Tiffany Alford smacked the back of Child A's (DOB 10/27/21) hand. 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)(C)7: which states, "Physical punishment including, but not limited to, spanking, biting, or pulling hair shall be prohibited."

AND

5 CSR 25-500.182(1)(C)6: which states, "Firm, positive statements or redirection of behavior shall be used with infants and toddlers."

On February 28, 2023, CI Honea conducted a phone interview with director Shannon Fant. Ms. Shannon stated that she witnessed teacher Tiffany Alford slap Child A's hand on February 10, 2023 for knocking a basket of toys off the shelf. She notified Parent A immediately and wrote up an incident report and removed Tiffany from the classroom. CI Honea then observed Child A's enrollment form, Parent A's signed incident report and staff Tiffany Alford's signed incident report and training certificates which were sent by email. CI Honea then attempted to reach staff Tiffany Alford and Parent A by phone but was unsuccessful.

CORRECTIVE MEASURES

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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.

COMPLETED (Y/N)

Yes

COMPLETED DATE

5/24/2023

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

4/13/2023

APPROVING SUPERVISOR

CHRISCO, MARLA L