



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
9/8/2022

DVN
000176607

FACILITY NAME

COX LEARNING CENTER SOUTH

FACILITY ADDRESS

950 E PRIMROSE ST

CITY

SPRINGFIELD

ZIP CODE

65807-5256

PHONE NUMBER

(417) 269-6775

COUNTY

GREENE

ASSIGNED SPECIALIST

GREER, JOHN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

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

Only constructive, age-appropriate methods of discipline shall be used to help children develop self-control and assume responsibility for their own actions.

5 CSR 25-500.102(1)(A)

Child care personnel shall be of good character and intent and shall be qualified to provide care conducive to the welfare of children.

CONCLUSION SUMMARY

On September 8, 2022, the Office of Childhood (OOC) received an allegation that Caregiver Mayra Santini, an employee of Cox Learning Center South, took Child A by their wrist and quickly took them to the block center setting them down too rough. After conducting an investigation, Compliance Inspector (CI) JD Greer has found the allegation to be substantiated based on the following evidence:

5 CSR 25-500.182(1)(C)3. which states, "Only constructive, age-appropriate methods of discipline shall be used to help children develop self-control and assume responsibility for their own actions."

AND

5 CSR 25-500.102(1)(A) which states, "Child care personnel shall be of good character and intent and shall be qualified to provide care conducive to the welfare of children."

On September 15, 2022, CI Greer interviewed Director Payton Hough who stated Associate Director Kristi Eggleston was reviewing classroom video footage live on the morning of September 7, 2022. Ms. Eggleston observed Caregiver Mayra Santini grab Child A (3-years-old) by the arm and pull her to a shelf and pull her down to the ground in an aggressive manner. Ms. Santini was brought to the office and interviewed. Ms. Santini stated she had pulled Child A by the arm and did not have a reason for her actions.

On September 15, 2022, CI Greer interviewed Associate Director Kristi Eggleston stated on the morning of September 7, 2022, from approximately 9:30- 10:00 a.m. she had been watching live feed of the cameras in the classrooms. She does this on occasion to monitor and observe what is happening in the classrooms. While watching live, she observed Ms. Santini walk up to Child A, grab Child A by the wrist and pull them across the room. Then, Ms. Santini forced Child A down to the ground by pulling on her wrist.

On September 15, 2022, CI Greer reviewed video of the incident with Director Payton Hough. CI Greer observed the date/time of the video was September 7, 2022, at approximately 10:07 a.m. Caregiver Mayra Santini can be seen wearing a yellow t shirt and black pants. Child A (3-years-old) is wearing a blue shirt. Ms. Santini walks up to Child A and grabs her by the wrist. Ms. Santini proceeds to pull Child A over to a shelf of toys. Once at the shelf, Ms. Santini pulls Child A by the wrist in a downward motion. The downward motion causes Child A to sit on the ground. Child A can be seen sitting on the ground crying. Ms. Santini stands over child A with her hands on her hips looking down at Child A.

PROVIDER COMMENTS

Ms. Santini was immediately removed from the classroom and interviewed. Ms Santini then left the building. Ms. Santini never returned to the classroom or the building after being removed from the classroom.

CORRECTIVE MEASURES

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All staff and volunteers of Cox Learning Center South must obtain one (1) clock hour of training approved by the Office of Childhood, on age-appropriate discipline. The training must be held by an approved and qualified source, outside of the Cox Learning Center South network. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at <http://www.moworkshopcalendar.org/>. Verification of training completion shall be from the Open Initiative Toolbox report.

COMPLETED (Y/N)

Yes

COMPLETED DATE

1/10/2023

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

11/7/2022

APPROVING SUPERVISOR

NURNBERG, TONY A