



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

**DATE OF REPORT**  
12/2/2019

**DVN**  
002634439

**FACILITY NAME**

OZARK PRESCHOOL CIRCLE OF FRIENDS

**FACILITY ADDRESS**

1517 S 4TH AVE

**CITY**

OZARK

**ZIP CODE**

65721-9407

**PHONE NUMBER**

(417) 731-4115

**COUNTY**

CHRISTIAN

**ASSIGNED SPECIALIST**

DONSON, ANGEL

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

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

Expectations for a child's behavior shall be appropriate for the developmental level of that child.

19 CSR 30-62.182 (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.

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

Physical punishment including, but not limited to, spanking, slapping, shaking, biting or pulling hair shall be prohibited.

19 CSR 30-62.192 (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) written instructions.

19 CSR 30-62.222 (3)(C)

Information concerning any accident or injury to the child while at the facility or any emergency medical care.

**CONCLUSION SUMMARY**

The Section for Child Care Regulation determined these licensing rule violations were substantiated based on interviews conducted with director Stefanie Luder, Child A's mother, caregivers Tiffany Harmon, Jordann Hicks, Janet Jackson, Ciara Davolt, Ashton Wallace, Elizabeth "Lizzie" Womack and Hanna Price, a review of records, and by unannounced inspection. On December 6, 2019, during the interviews with caregivers and the director, CCFS Donson received additional information about an incident with Child A and caregiver Tiffany Harmon. The original report stated caregiver Tiffany Harmon aggressively grabbing a child and tossing them into a foam ladybug, director Stefanie Luder said she had written the incident but did not report it. On December 6, 2019, caregivers interviewed alleged Tiffany Harmon "smacked" Child A on his forehead to stop him from biting another child.

Caregiver Ashton Wallace stated Ms. Harmon "just does not seem gentle with some children, she will sit them kind of hard sometimes." Ms. Womack reported seeing Ms. Harmon yell at children before and sometimes sitting the children "kind of hard in the foam lady bug chair." Ms. Womack continued to say other caregivers also have concerns about Ms. Harmon's temper. Ms. Davolt reported Ms. Harmon frequently seems annoyed with the children. Ms. Hicks reported she has noticed "aggression on her [Ms. Harmon's] face" because she "just seems irritated and impatient sometimes with the children."

Caregiver Jordann Hicks reported on the day of the incident with Child A, Tiffany Harmon was working with Elizabeth Womack in the classroom next to her and Ms. Hicks heard a loud "smacking noise". At the time, she and caregiver Ciara Davolt looked at each other. Ms. Hicks stated Child A was crying and had a red mark on his forehead. Caregiver Ciara Davolt stated she heard a "really loud smack" and looked over and saw Child A's "head going back." Ms. Womack reported the day of the incident, she was working with Tiffany Harmon in the middle infant classroom. Ms. Womack stated Ms. Harmon was with two children at the feeding table. Ms. Womack reported she was by the sink when she heard a "pop noise" and turned around and saw Ms. Harmon in front of Child A. She walked around and saw a red mark in the middle of Child A's forehead. Ms. Womack reported the red mark was about three finger wide about three inches long. Ms. Womack reported Child A was crying Ms. Harmon told her it was "a tap went wrong." Tiffany Harmon reported Child A cried, "I think he was just scared but didn't hurt him." Ms. Harmon stated Child A "had a little red mark on his forehead but it was instantly gone."

SCCR determined Ms. Harmon failed to demonstrate the use of constructive age appropriate methods of discipline. She could have redirected or separated the children or recognized that children sitting closely at a feeding table do bite and taken preventative measures. Ms. Harmon smacked Child A in his forehead to stop him instead. Caregivers stated Child A cried after they heard the "smacking sound." Ms. Harmon's interaction with Child A is contrary to any appropriate discipline techniques for children in a child care setting.

Child A's mother reported she was not notified until December 6, 2019, one month after the incident and the day CCFS Donson interviewed the caregivers at the facility. Child A's mother stated she did not receive an incident report. Director Stefanie Luder reported Child A's mother was not contacted and there was no incident report written because Child A did not have a mark. Caregiver Tiffany Harmon reported she did not do an incident report on Child A or tell Child A's parents about the incident. Ms. Harmon reported if the red mark did not go away, she was going to tell Child A's parents. Caregivers Hanna Price and Elizabeth Womack confirmed Child A's mother was not told of the incident and there was no incident report was made. Child A's mother was not notified immediately per licensing rules and regulations. In addition, CCFS Donson documented the facility did not document incident.

**CORRECTIVE MEASURES**

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
Caregivers shall complete a minimum of one (1) hour of training on the importance of documentation and parental notification.	Yes	3/9/2020

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The facility shall develop and submit a written procedure for caregivers to follow if such an incident should occur in the future. The procedure shall be reviewed by SCCR and approved then reviewed by caregivers and maintained in each caregiver file.	Yes	2/18/2020

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
All caregivers and volunteers counting in child staff ratio shall obtain a minimum of one (1) clock hour of training relating to the problems, needs, and sensitivities of children in care. This should include developmentally appropriate practice related to discipline.	Yes	3/9/2020

<b>DISPOSITION</b>	<b>DISPOSITION DATE</b>
SUBSTANTIATED	2/11/2020

**APPROVING SUPERVISOR**  
WHITE, LEAH