



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

COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT  
4/18/2023

DVN  
002944701

FACILITY NAME

BRIGHT SCHOLARS LEARNING CENTER, LLC

FACILITY ADDRESS

1910 SELMORE RD

CITY

OZARK

ZIP CODE

65721-5199

PHONE NUMBER

(417) 365-7233

COUNTY

CHRISTIAN

ASSIGNED SPECIALIST

RADNEY, HEATHER E

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.102(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

Compliance Inspector (CI) Heather Radney conducted an investigation of the allegation that on 4/13/23, Ms. Kandra yanked up an unknown girl (age 2 years) by one arm and put her on the changing table, causing an injury and the child to cry. The allegation is substantiated based on the following information:

5 CSR 25-500.102(1)(E) which states "Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests, and problems of children in care."

On April 21, 2023, CI Radney conducted interviews with LLC Member Gloria Rush and Caregivers Skyler Davidson and Abigail Hammons. On June 5, 2023, CI Radney conducted interviews with Director Jessica Elmore and Caregiver Alexis Miller. Caregiver Skyler Davidson stated that Kandra was doing diaper changes and Child A was refusing to go to the diaper table and she (Skyler) scooped Child A up off the ground using both hands under Child A's arms and set Child A on the ground. Child A did not cry. She took Child A's hand and walked Child A to Kandra for a diaper change. Kandra picked Child A up using Child A's left arm bicep and put her on the diaper table. Child A started to cry and cried throughout the diaper change. Child A continued to cry and the other children were being crazy, so she and Kandra decided to separate the classes and she took her class back to her classroom. She did not see Child A again that day. Caregiver Alexis Miller stated she walked into Kandra's room and heard Child A crying. She walked over to Child A and noticed immediately that her arm was hot and she was crying so she asked Kandra what was wrong. Kandra said she thinks Ms. Skyler pulled it when she was in the room. Alexis told Kandra she needed to tell Jessica and Gloria. Kandra said she was scared to tell them because she thought she'd get blamed for it. Alexis told her she had to tell them anyway, so Kandra called for Jessica. Jessica and Gloria came to assess Child A. Director Jessica Elmore and LLC Member Gloria Rush responded and assessed Child A. Gloria determined Child A needed medical attention and called Parent A. Parent A reported that she picked up Child A and due to Child A screaming in pain, she didn't stop to ask questions or sign any reports, she loaded Child A up and drove straight to the hospital. Child A was diagnosed with a dislocated elbow, which was treated at the hospital. Parent A states that Child A is not able to articulate what happened to her arm. Caregiver Kandra Kuhn was interviewed on May 12, 2023, and reported that she did not injure Child A's arm because she cannot lift children using one arm due to her not being strong enough and not having good balance. Kandra stated that Skyler yanked Child A by the arm and Child A was crying before she even picked her up for a diaper change. Kandra stated "Child A is a crybaby anyway" and "She's a whinebag anyway" when interviewed about the incident. On June 5, 2023, Director Jessica Elmore stated they can't confirm what happened but from their investigation, they do believe that Kandra did in fact injure Child A's arm and they do not have concerns with Skyler's care of children. Jessica confirmed that Kandra did quit the day of the incident and Skyler is still employed.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

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 licensing violations cited. A copy of the memo, letter, or staff meeting

COMPLETED (Y/N)

Yes

COMPLETED DATE

11/27/2023

agenda shall be submitted to the Office of Childhood.

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

9/25/2023

**APPROVING SUPERVISOR**

FOX, ROMENA