



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
9/6/2023

DVN
001990109

FACILITY NAME

COMMUNITY CHILD DEVELOPMENT CENTER, INC.

FACILITY ADDRESS

815 STATE HIGHWAY PP

CITY

MACON

ZIP CODE

63552-1372

PHONE NUMBER

(660) 395-0134

COUNTY

MACON

ASSIGNED SPECIALIST

HONEA, MICHELLE J

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.112(1)

The following staff/child ratios shall be maintained on the premises at all times:

5 CSR 25-500.112(1)(C)

Ages Three Through Four (3-4) Years. Groups composed solely of three (3) - and four (4) -year olds shall have no less than one (1) adult to ten (10) children;

CONCLUSION SUMMARY

On September 6, 2023, the Office of Childhood (OOC) received an allegation that: On 9/6/23 parent dropped her child at daycare and only one staff member watching eleven children. The parent waited approximately 15 minutes before second staff arrived to help with supervision. After conducting an investigation, Compliance Inspector (CI) Michelle Honea has found this allegation to be substantiated based on the following evidence:

5 CSR 25-500.112(1), which states: "The following staff/child ratios shall be maintained on the premises at all times:"

AND

5 CSR 25-500.112(1)(C), which states: "Ages Three Through Four (3-4) Years. Groups composed solely of three (3) - and four (4) -year olds shall have no less than one (1) adult to ten (10) children."

On September 13, 2023, CI Honea conducted an unannounced inspection to the facility and interviewed Patricia Knowles, caregiver Susanne Schluskel, caregiver Isabella Berck, and caregiver Treasure Miles. All caregivers interviewed stated that there are still times in the morning that they are out of ratio with one caregiver to more than ten preschool children until another caregiver comes in. All caregivers interviewed stated that Director Tonya Ryherd knows about the ratio issue and caregivers are instructed to contact the cook to come assist if out of ratio.

On September 15, 2023, CI Honea conducted a phone interview with Parent C. Parent C stated that she dropped off her child in the preschool room and caregiver Isabella was in the room alone with more than ten children. She stayed in the room for 15 minutes until another caregiver came into the room. This was not the first time it has happened. She has discussed it with the director more than once but nothing changes.

VIOLATION(S)

5 CSR 25-500.182(1)(A)1.

Caregivers shall not leave any child without competent adult supervision.

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

Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises.

CONCLUSION SUMMARY

On September 6, 2023, the Office of Childhood (OOC) received an allegation that: On September 05, 2023, Parent C arrived at daycare to pick up her child and found Child A (age 3), left unattended inside the daycare while the teacher and other children were all outside on playground. 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)(A)(1)., which states: "Caregivers shall not leave any child without competent adult supervision."

AND

5 CSR 25-500.182(1)(A)3., which states: "Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises."

On September 13, 2023, CI Honea conducted an unannounced inspection to the facility and interviewed director Tonya Ryherd , Patricia Knowles, caregiver Susanne Schlussel, caregiver Isabella Berck, and caregiver Treasure Miles. While conducting the interviews it came up that Child B was able to get outside the fence and no one knew Child B was out there or how long Child B had been outside the fence. Director Tonya Ryherd stated that she does not know about Child A being left in the classroom . Director Tonya Ryherd stated that she was not aware that Child B got out of the fence . Patricia Knowles stated that she does not know about Child A but did know about Child B getting out of the fence and the parent was contacted . Caregiver Susanne Schlussel stated that she was unaware of Child A being left in the classroom alone . Caregiver Isabella Berck stated that she did not know Child A on September 05, 2023 was inside the classroom until Parent C came in to pick up their child and yelled out to her while she was out on the playground with the rest of the class. Caregiver Isabella Berck did not know that Child B got out of the gate at first and once she realized Child B was out, Child B was brought right back in. Caregiver Isabella Berck stated she does not know how long Child B was outside the fence. Caregiver Isabella Berck stated that director Tonya Ryherd knew about Child A and Child B. Director Tonya Ryherd talked to her about the incidents and stated that she needs to do better and that no discipline action was taken. Caregiver Treasure Miles stated that it was discussed in the facility about Child A being left alone inside the classroom.

On September 13, 2023, CI Honea observed the email sent to Compliance Inspector Bethany Duckworth on September 12, 2023, that discusses Child A getting out of the fence, but it was actually Child B that got out of the fence. CI Honea observed that the cubbies are not clearly seen from the outside door due to a large indoor playhouse is blocking the view from the door going to the outside play area. Child A was the child that was left alone in the classroom and found by Parent C on September 05, 2023.

On September 15, 2023, CI Honea conducted a phone interview with Parent C. Parent C stated that she was there to pick up her child around 3:15pm. She entered the room to find everyone was outside except for one child (Child A) who was standing in front of the cubbies. This was not her child and there were no caregivers in the room. She stood in the classroom and hollered out to the caregivers outside to let them know a child was inside the classroom. Caregiver Isabella stated that Child A was with her. Caregiver Isabella said, "Child A why are you always doing this to me?" Caregivers did not act surprised about this. Caregiver Susanne was sitting in a chair outside. She went to the office and told director Tonya Ryherd about Child A being alone in the classroom.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
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.	Yes	11/17/2023

DISPOSITION	DISPOSITION DATE
SUBSTANTIATED	11/13/2023

APPROVING SUPERVISOR
CHRISCO, MARLA L