



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
4/20/2023

DVN
002600555

FACILITY NAME

TALENTED TOTS - KEARNEY, LLC

FACILITY ADDRESS

155 S PLATTE CLAY WAY

CITY

KEARNEY

ZIP CODE

64060-7649

PHONE NUMBER

(816) 903-4038

COUNTY

CLAY

ASSIGNED SPECIALIST

IBBOTSON, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

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

Caregivers shall be alert to various needs of the child such as thirst, hunger, diaper change, fear of or aggression by other children, and the need for attention.

5 CSR 25-500.192(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(s') written instructions.

5 CSR 25-500.192(5)(B)

Information regarding the date and circumstance of any accident or injury shall be noted in the child's record.

CONCLUSION SUMMARY

Compliance Inspector (CI) Jessica Ibbotson conducted an investigation regarding the allegation that Child A had been bitten numerous times. After conducting the investigation, CI Ibbotson finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

5 CSR 25-500.182(1)(D)3. which states: "Caregivers shall be alert to various needs of the child such as thirst, hunger, diaper change, fear of or aggression by other children, and the need for attention."

On April 17, 2023, CI Ibbotson interviewed Manager Osborn, Caregiver Carrillo and Caregiver Lewis. Manager Osborn stated that Child B had been biting other children for approximately five months but had only met with Parent B and Parent C regarding the biting concerns approximately two weeks ago. Caregiver Carrillo and Caregiver Lewis stated that Child B often times bit Child A without being provoked, but continued using positive redirection with Child B by removing him from the situation and explaining the proper way to use his teeth, such as for biting food. Manager Osborn stated that it was age-appropriate for a child at that age to bite and did not have any concerns for the excessive amount of times Child B was doing it towards the other children. All staff stated that it was not until meeting with Parent B and Parent C that they started implementing a pacifier and teething toys for Child B, which seemed to resolve the issue since he had not bitten Child A or any other child since. All staff stated that they believed Child B was biting Child A out of frustration and anger, due to an eyesight issue he was experiencing, but did not alter any changes in their daily routine, besides monitoring Child B more closely and using positive redirection.

5 CSR 25-500.192(5)(A) which states: "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(s') written instructions."

AND

5 CSR 25-500.192(5)(B) which states: "Information regarding the date and circumstance of any accident or injury shall be noted in the child's record."

On April 17, 2023, CI Ibbotson interviewed Manager Osborn who stated that Child A had been bitten for approximately the past five months and that an accident/injury report was documented after each accident. Caregiver Carrillo and Caregiver Lewis both stated that accident/injury reports were created after each accident and parents were notified immediately through the Bright Wheel application. However, CI Ibbotson reviewed Child A's file and only observed two documented accident/injury reports.

On March 29, 2023, one accident/injury report stated that at 10:47 a.m., Child A and a friend were playing with a music toy

when that friend wanted the toy so he bit Child A on the back, leaving a bite mark.

On March 31, 2023, one accident/injury report stated that at 9:08 a.m., Child A and his friend were playing on the mat while his teachers were changing diapers. During that time, that same friend bit Child A on his back.

CI Ibbotson called Reporter/Grandparent A. However, there was no answer. A voicemail was left, but no return phone call was received.

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 agenda(s) shall be submitted to the Office of Childhood.

COMPLETED (Y/N)

Yes

COMPLETED DATE

11/3/2023

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

8/28/2023

APPROVING SUPERVISOR

FOX, ROMENA