



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

**DATE OF REPORT**  
1/2/2020

**DVN**  
000500256

**FACILITY NAME**

NORHLAND EARLY EDUCATION CENTER

**FACILITY ADDRESS**

8630 N OAK TRAFFICWAY

**CITY**

KANSAS CITY

**ZIP CODE**

64155

**PHONE NUMBER**

(816) 420-9005

**COUNTY**

CLAY

**ASSIGNED SPECIALIST**

SNODGRASS, PENNY

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-62.182 (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.

19 CSR 30-62.182 (1)(E)(4)

Diapers and wet clothing shall be changed promptly.

**CONCLUSION SUMMARY**

Section for Child Care Regulation (SCCR) determined that Northland Early Education Center violated these licensing rules on December 30, 2019 based on interviews with facility staff and observations by Child Care Facility Specialist (CCFS) Penny Snodgrass.

On January 3, 2020 CCFS Penny Snodgrass conducted an unannounced inspection at the facility. During the inspection interviews were conducted with Executive Director Brea Connett, Program Director Natasha Lehman and three (3) caregivers and Parent A.

During interviews it was stated that at 4:05 pm when caregiver Paula Morrow picked up Child A she noticed that Child A's diaper and clothes were wet as she picked up Child A from a bouncer seat. Parents of Child A walked into the facility as Child A was being changed. Charting on Hi Momma shows Child A's diaper was checked at 11:25 AM and Child A was dry. Caregiver Sabrina Coleman stated that she changed Child A's diaper maybe ten (10) minutes before her break but she forgot to document the diaper change on the Hi Momma application. Paula Morrow stated that Child A should have been changed around 2:00 PM. Caregiver Mariah Bobo stated that she isn't sure why Child A wasn't changed at 2 PM. All three (3) staff members stated that the teachers normally will all check each child's diaper as they pick them up and interact with them and then changed the diapers as needed

During the inspection CCFS Snodgrass observed the daily chart from Hi Momma for Child A's care on December 30, 2019. CCFS Snodgrass observed that at 11:25 am Child A's diaper was dry and that the next diaper change wasn't noted until 4:05 pm when Child A was wet and had a bowel movement.

Mother of Child A stated in the interview that she changed Child A around 9 AM before taking Child A to the facility. Mother of Child A stated that when she and her husband picked up Child A from the facility that Child A's diaper and clothes were saturated in the front and the back and that the blue line on the diaper was so expanded that you couldn't even see the blue line on the diaper. Mother of Child A stated that Child A's diaper was also soiled with a bowel movement.

**CORRECTIVE MEASURES**

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The facility will implement a diaper changing policy stating how the children will be changed in order to meet the needs of the children in care. The policy will be submitted to CCFS Snodgrass by March 27, 2020

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

4/15/2020

**CORRECTIVE MEASURE**

The staff members in all classrooms that conduct diaper changing will sign an

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

4/15/2020

acknowledgment and understanding of the diaper changing policy. This will be submitted to CCFS Snodgrass by March 27, 2020.

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

3/1/2020

**APPROVING SUPERVISOR**

KENNEDY, AMY C