



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

**DATE OF REPORT**  
10/9/2020

**DVN**  
001866959

**FACILITY NAME**

CREATIVE CORNER CHILDCARE CENTER

**FACILITY ADDRESS**

1075 HIGHWAY P

**CITY**

O FALLON

**ZIP CODE**

63366-1045

**PHONE NUMBER**

(636) 272-0222

**COUNTY**

ST CHARLES

**ASSIGNED SPECIALIST**

CHRISCO, MARLA

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-62.192 (6)(A)

Caregivers shall wash their hands with soap and running water after toileting or assisting a child with toileting, after diapering a child, before food preparation or serving of food and at other times as needed.

19 CSR 30-62.192 (6)(B)

Caregivers shall teach children to wash their hands before eating and after toileting.

**CONCLUSION SUMMARY**

The allegation that caregiver Rachel (last name unknown) changed Child A's (age 9 months) diaper and handed her to Parent A without washing Child A's hands or her own hands after diapering, is being substantiated.

The following rules were violated:

Rule 19 CSR 30-62.192 (6)(B) which states that caregivers shall teach children to wash their hands before eating and after toileting.

AND

Rule 19 CSR 30-62.192 (6)(A) which states that caregivers shall wash their hands with soap and running water after toileting or assisting a child with toileting, after diapering a child, before food preparation or serving of food and at other times as needed.

On October 09, 2020, CCFS Brittany Hecht conducted a phone interview with Parent A. Parent A stated that when Parent A picked up Child A on October 08, 2020, Child A was being changed by Ms. Rachel and Ms. Rachel did not wash her hands or Child A's when she was finished diapering Child A. Parent A also stated that Ms. Rachel then went and picked up another child in the classroom and still had not washed her hands. Parent A stated that this is not the first time that this has happened and he has addressed his concerns about this before with the daycare.

On October 15, 2020, CCFS Marla Chrisco conducted interviews with director Pamela Faran and caregiver Rachel Mennemeier. Both staff interviewed stated that on October 8, 2020, Ms. Rachel was changing Child A's diaper and did not wash her hands or Child A's hands before handing Child A to Parent A and then picking up another child who was crying. Protocols for diaper changing were gone over again with Ms. Rachel.

On October 15, 2020, CCFS Marla Chrisco observed video footage of the infant/toddler room from October 08, 2020 at about 4:15 p.m. Before recording the video footage, director Pamela Faran identified who Child A and who caregiver Rachel Mennemeier were. The facility video footage showed Ms. Rachel changing Child A's diaper, putting gloves on to apply Vaseline to Child A and then taking her gloves off and putting the diaper and pants back on Child A. Ms. Rachel then took Child A and gave her to Parent A who was waiting by the cribs. Ms. Rachel did not wash her hands or Child A's hands according to the video footage before giving Child A to Parent A. The video footage then showed Ms. Rachel going back to the changing table and throwing away the diapers and the gloves, but not washing her hands. Ms. Rachel then goes and picks up another child from the bouncy seat and did not wash her hands first.

**CORRECTIVE MEASURES**

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The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding diapering and handwashing. The facility must provide the Section for Child Care Regulation with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

2/4/2021

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

12/9/2020

**APPROVING SUPERVISOR**

CLARK, ANGELA