



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
9/14/2022

DVN
000251883

FACILITY NAME

CHRIST MEMORIAL CHILD CARE CENTER

FACILITY ADDRESS

5250 S LINDBERGH BLVD

CITY

ST LOUIS

ZIP CODE

63126

PHONE NUMBER

(314) 631-0992

COUNTY

ST LOUIS

ASSIGNED SPECIALIST

GRAHAM, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

RSMo 210.254.2.

The notice of parental responsibility shall include the following:

RSMo 210.254.2.(5)

The disciplinary philosophy and policies of the child-care facility; and

CONCLUSION SUMMARY

Compliance Inspector (CI) Jessica Graham investigated the allegation that Kim Gaia grabbed Child A by the arm, flipped him over, and told him he needed to pay attention to the teacher. The allegation is substantiated based on the following information:

RSMo 210.254.2. which states: "The notice of parental responsibility shall include the following:"

AND

RSMo 210.254.2.(5) which states: "The disciplinary philosophy and policies of the child-care facility."

On September 21, 2022, director Missy Meyer stated that she was out of town on September 7, 2022, but Ms. Susan told her about an incident with Ms. Kim and Child A (2-years-old). Grandparent A and Ms. Sharon were the caregivers that witnessed the incident. Ms. Sharon is also in Room 303 with Child A. Grandparent A is in Room 305, next to Child A's room, and there is a window in the door between the rooms that allows people to see between the two rooms. Ms. Sharon was having trouble getting the kids to sleep so Ms. Kim went over to help her. Child A was one of the kids that wouldn't sleep. Ms. Kim grabbed Child A and flipped him over. Child A was face down when Ms. Kim grabbed Child A and flipped him. Child A did not have any marks or injuries but Child A was scared and crying. Ms. Kim has had write ups in the past for having a short temper and teasing the kids.

On September 21, 2022, caregiver Grandparent A (grandparent of Child A and caregiver at facility) stated that there is a door with a window between her room and Child A's room. She had left her room for planning time for a while and when she got back, she could hear Ms. Kim yelling at the kids in the room next door. Through the window, she could see Ms. Kim pointing her finger and yelling at a little girl. The child was on her cot and not sleeping so Ms. Kim was pointing and yelling at her. Child A was on his cot and had been woken up by Ms. Kim yelling. Child A had his head down with his knees up under his tummy and was wiggling. Ms. Kim reached down and grabbed Child A by both arms and flipped him over on the cot. Child A was scared and crying because Ms. Kim was holding him tightly. She (Grandparent A) became upset and started to yell at Ms. Kim. Later, Child A told her that he was scared because Ms. Kim grabbed him and flipped him over on the cot. She has worked with Ms. Kim for over a year. Ms. Kim is rough with the kids, uses rough words, and taunts and teases them.

On September 21, 2022, office manager Suzanne Wilson stated that on September 7, 2022, Ms. Kim went to the office and said she was leaving because she couldn't handle things. Grandparent A then also went flying to the office, screaming at Ms. Kim about how Ms. Kim roughly flipped Child A over. Ms. Kim said she didn't hurt Child A. Ms. Sharon was trying to keep the kids quiet and they were making noises so she went over to help. Grandparent A told her that Ms. Kim had abruptly turned Child A over and told Child A that he better be still. Ms. Sharon told her that Ms. Kim was harsh but didn't hurt Child A.

On September 21, 2022, caregiver Sharon Hughes stated that she was not sure why Ms. Kim came into her room on September 7, 2022. She told Ms. Kim that she didn't need any help and the kids were fine if they weren't sleeping. Child A was laying down humming Old McDonald. Ms. Kim went over to Child A, grabbed Child A by the arm, flipped Child A over, and said "you better be

quiet". Grandparent A came into the room and said "don't rough house by grandson." It was unnecessary for Ms. Kim to handle Child A that way. It scared Child A when Ms. Kim did that.

On September 21, 2022, caregiver Emily Medler stated that she was in the classroom with Grandparent A. Grandparent A caught Ms. Kim flipping Child A over on his cot. She heard Grandparent A start yelling at Ms. Kim for flipping Child A over. Ms. Sharon was the teacher in the room with Child A.

On October 3, 2022, caregiver Kim Gaia stated that Ms. Sharon was in the classroom next door, by herself, and she could hear Ms. Sharon yelling at the kids. She went over to help but Ms. Sharon didn't ask for any help in the room. Ms. Sharon said that the kids were not listening and that Child A was babbling. She did not grab Child A's hand, she just turned Child A gently. Child A was not crying but did look kind of scared though. Child A was looking at her and she bent down and said "what would your grandmother say". Grandparent A then ran in the room, said that Child A was being hurt, and started screaming at her. Child A started crying and Grandparent A said it was because she (Ms. Kim) hurt him. She went to the office to tell them about what happened and Grandparent A also went in screaming. She has never put her hands on a child to get them to listen but at times she could be talking kind of harsh to them.

On September 21, 2022, CI Graham received a copy of the Notice of Parental Responsibility containing the facility's discipline and education philosophy and policies which noted:

"The disciplinary philosophy and policies of this facility are: Children are provided with a warm and loving atmosphere, with clean and consistent expectations, in which to grow and learn. Praising the child's positive choices reinforces the desired behavior. Individuals are more receptive to guidance that is stated in a positive manner; instead of "don't run" the words "please walk" will be used. To assist children in developing conflict resolution skills, teachers will implement a variety of strategies.

Redirection alleviates most disagreements or conflicts. If redirection does not work, the teacher will facilitate a discussion of feelings with the child or children. We use an age-appropriate, reasonable approach to help children learn to express emotions and manage their response to a conflict or disagreement. Teachers will coach the children to find the words to solve their problems. This will lead to children having the ability to solve a conflict without adult direction.

Logical consequences will be enforced as a learning tool. An example of a logical consequence is if a child throws the block across the room, they will lose the privilege to play with blocks.

When these strategies are unsuccessful in modifying the negative behavior(s) of a child, a meeting will be scheduled with the parents, teachers and director. A plan of action will be formed and implemented. If the child's negative behavior or use of inappropriate language continues or if the parents do not adhere to the action plan, we reserve the right to ask the parents to withdraw the child from the center.

In order to protect the rights of students, teacher will not use any actions of punitive nature including, but not limited to: Corporal punishment, Infliction of pain, restraining device, humiliation, threats, intimidation, mental abuse, withholding of food, sleep, toileting or basic needs."

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	11/9/2022

DISPOSITION	DISPOSITION DATE
SUBSTANTIATED	10/31/2022

APPROVING SUPERVISOR
CHRISCO, MARLA L