



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

DATE OF REPORT
2/24/2022

DVN
002284657

FACILITY NAME

BRIGHT START ACADEMY, INC.

FACILITY ADDRESS

4300 RAINBOW TROUT DR

CITY

COLUMBIA

ZIP CODE

65203-6480

PHONE NUMBER

(573) 447-3400

COUNTY

BOONE

ASSIGNED SPECIALIST

SPAULDING, STEPHANIE

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

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.

CONCLUSION SUMMARY

Compliance Inspector (CI) Spaulding investigated the allegation that Child A (7-months-old) was bitten twice in one week and both times the parents were not notified until pick up time. The allegation is substantiated based on the following information:

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.

On February 28, 2022, director Shydedra Hall stated that Child A was first bitten on the foot, and then bit a second time on the side of her face, by her eye. Ms. Teagan and Ms. Charity were Child A's teachers. The procedure of the facility is to write an incident report, the report is reviewed by management, and a picture is sent to parents through the Brightwheel application, however on those two occasion, this procedure was not followed.

On February 28, 2022, assistant director Kelly Varnum stated that she was present at the facility during both incidents of Child A being bitten. The facility's policy is that classroom staff notify management and management assesses the incident. The staff then completes an incident report, management looks over the incident report and signs it, then the staff either contact parents immediately if the incident is major or will tell the parents at pick up if the incident is minor. The parents then sign the incident report and the report is placed in the child's file.

On February 28, 2022, caregiver Teagan Vellema stated that she was present in the classroom both times that Child A was bitten. The staff will separate the children when an incident occurs, examine for marks, but they will sometimes wait to write a report to observe marks for more detail in the report. Then the report is given to management, they look it over, and then the report is given to the parent. During the first incident with Child A, Child A was on the floor with a bottle, then a friend fell and bit Child A on the foot. Parent B arrived to pick Child A up less than ten minutes after Child A was bit on the foot. A report had not yet been written in the first incident because Child A was picked up less than ten minutes after Child A was bit on the foot. During the second incident, her back was turned away from Child A because she was changing another child's diaper and cleaning bottles. Child A was bitten on the upper cheek area, on the right side, just below the eye. Ms. Kelly came into the classroom to access the injury but she was not at the facility at the time Child A was picked up. Teachers normally tell parents about an injury at pick up unless management thinks otherwise. Child A was bitten on the face between 2:00 pm and 4:00 pm and Parent B picked up Child A at about 5:10 pm.

On February 28, 2022, caregiver Charity Redenbaugh stated that she thinks that she was only present for the second incident involving Child A. Ms. Teagan was in a chair with another child when Child A was bit on the face. The facility's policy is to separate the children, an incident report is written and reviewed with management, then the parents are notified at pick up unless the injury is severe.

On March 7, 2022, Parent A (parent of Child A) stated that on February 22, 2022, Child A was bitten on the face and she was notified seven hours later. The bite broke the skin and Child A bled. The incident happened at 10:00 am and she was notified at

pick up at about 5:00 pm. Child A was bitten on the foot on February 16, 2022, prior to being bitten in the face. When Child A was bit on the foot, the facility didn't even fill out a report until she picked up and an incident report was filled out at her request. The facility acted as though no incident report was going to be completed for that first incident. The incident report for the first incident of Child A being bitten on the foot indicates the incident happened at 3:50 pm.

On February 28, 2022, CI Spaulding received and observed the following documents:

- An incident report dated February 16, 2022. The report indicates that Child A was bit on the right foot at 3:50 pm. The document does not indicate when the parent was notified.
- An incident report dated February 22, 2022. The report indicates that Child A was was bit in the left temple area. The document does not indicate when the parent was notified.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding accidents and injuries. The facility must provide the Office of Childhood with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.	Yes	3/18/2022

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall create a plan to ensure how all employees (paid employees and unpaid/paid volunteers) are fully trained on the facility's biting policy to ensure knowledge and needs of children that bite before caring for children. A copy of the plan shall be submitted to the Office of Childhood.	Yes	3/18/2022

DISPOSITION	DISPOSITION DATE
SUBSTANTIATED	4/25/2022

APPROVING SUPERVISOR
CHRISCO, MARLA L