



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

**COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

**DATE OF REPORT**  
1/27/2022

**DVN**  
000225054

**FACILITY NAME**

YOUNG WOMEN'S CHRISTIAN ASSOCIATION OF ST. JOSEPH, MISSOURI

**FACILITY ADDRESS**

304 N 8TH ST

**CITY**

ST JOSEPH

**ZIP CODE**

64501-1927

**PHONE NUMBER**

(816) 232-4481

**COUNTY**

BUCHANAN

**ASSIGNED SPECIALIST**

TRUSSELL, MICHELLE RENEE

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

5 CSR 25-500.182(1)(C)

Discipline.

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

Only constructive, age-appropriate methods of discipline shall be used to help children develop self-control and assume responsibility for their own actions.

5 CSR 25-500.182(1)(C)7.

Physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair shall be prohibited.

5 CSR 25-500.182(1)(C)8.

No discipline technique which is humiliating, threatening, or frightening to children shall be used. Children shall not be shamed, ridiculed, or spoken to harshly, abusively, or with profanity.

**CONCLUSION SUMMARY**

The Office of Childhood determined the allegations of this complaint to be substantiated . The determination is based on documentation reviewed through the course of the investigation, observations made by Compliance Inspector (CI) Michelle Trussell and interviews conducted with the director, Megan Murray; caregiver, Brooklyn McGaughy and Parent A.

CI Trussell conducted an investigation regarding the allegation that on January 27, 2022, caregiver Lana Poland grabbed Child A by the arms and physically held him down on the floor.

On January 31, 2022 CI Trussell conducted interviews with Megan Murray and Brooklyn McGaughy . Child A was not present at the time of the investigation but Ms. Murray indicated he still attends the facility. An phone interview was conducted by CI Trussell on April 1, 2022 with Parent A.

After conducting the investigation, it was determined through interviews with caregivers and Parent A, Child A , 21-months old, was not provided age-appropriate discipline while in care at the facility on January 27, 2022 from Lana Poland. Furthermore, it was determined through interviews on January 27, 2022 Ms. Poland grabbed Child A's arms and physically held him down on the floor while using harsh tones when speaking to Child A. .

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

Only constructive, age-appropriate methods of discipline shall be used to help children develop self-control and assume responsibility for their own actions.

AND

5 CSR 25-500.182.1)(C)7.

Physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair shall be prohibited.

AND

5 CSR 25-500.182(1)(C)8.

No discipline technique which is humiliating, threatening, or frightening to children shall be used. Children shall not be shamed,

ridiculed, or spoken to harshly, abusively, or with profanity.

According to information obtained in interviews and documentation reviewed, on January 27, 2022 Ms. Poland grabbed Child A by the arms and pushed him onto the floor. Ms. Poland continued to hold onto Child A's arms while he was on the floor and yelled at him to calm down and "We don't do that".

### CORRECTIVE MEASURES

| CORRECTIVE MEASURE  | COMPLETED (Y/N) | COMPLETED DATE |
|---|-----------------|----------------|
| All staff and volunteers of Young Women's Christian Association of St. Joseph, Missouri must obtain one (1) clock hour of training approved by the the Office of Childhood, on age appropriate discipline. The training must be held by an approved and qualified source, outside of the Young Women's Christian Association of St. Joseph, Missouri network. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at <a href="http://www.moworkshopcalendar.org/">http://www.moworkshopcalendar.org/</a> . Verification of training completion shall be from the Open Initiative Toolbox report. | Yes             | 5/31/2022      |

| DISPOSITION   | DISPOSITION DATE |
|---------------|------------------|
| SUBSTANTIATED | 4/15/2022        |

**APPROVING SUPERVISOR**

HEISER, CRYSTAL