



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
4/15/2022

DVN
000173315

FACILITY NAME

KINDERCARE LEARNING CENTERS LLC

FACILITY ADDRESS

821 NW WOODS CHAPEL RD

CITY

BLUE SPRINGS

ZIP CODE

64015-2684

PHONE NUMBER

(816) 228-4989

COUNTY

JACKSON

ASSIGNED SPECIALIST

IBBOTSON, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(A)2.

A caregiver personally shall admit each child upon arrival and personally shall dismiss each child upon departure . Children shall be dismissed only to the parent(s) , guardian, legal custodian, or to individuals approved by the parent(s) , guardian, or legal custodian.

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

Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises.

5 CSR 25-500.192(5)(B)

Information regarding the date and circumstance of any accident or injury shall be noted in the child's record.

5 CSR 25-500.102(1)(E)

Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests, and problems of children in care.

CONCLUSION SUMMARY

On April 15, 2022, Compliance Inspector (CI) Jessica Glover conducted an investigation regarding the allegation that Child A (3-years-old) eloped from the facility and was found at Sonic. After conducting the investigation, CI Glover finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

5 CSR 25-500.102(1)(E) which states: "Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests, and problems of children in care."

On April 15, 2022, CI Glover interviewed Director Kiani Porter who stated that Child A was having a difficult time on April 12, 2022, while her class was outside on the playground. Ms. Porter stated that she was told that Child A was crying and wanting to go home. Ms. Porter also stated that Child A was often "flighty" and was known for attempting to go inside while her class was outdoors on the playground.

On April 21, 2022, CI Glover interviewed Caregiver Olivia Mitchell who stated Child A was visibly upset on April 12, 2022, crying and wanting to go home while her class was outside on the playground. Ms. Mitchell stated that Child A would often times try to go inside while her class was playing outside on the playground. However, Ms. Mitchell stated that none of the staff members were monitoring the back door where Child A was standing . Ms. Mitchell stated that none of the teachers were attempting to comfort Child A.

On April 22, 2022, CI Glover interviewed Guardian A (Guardian of Child A) who stated that one of the staff members told her Child A was standing in the corner by herself while outside on the playground and was crying , wanting to go home.

5 CSR 25-500.182(1)(A)2. which states: "A caregiver personally shall admit each child upon arrival and personally shall dismiss each child upon departure. Children shall be dismissed only to the parent(s) , guardian, legal custodian, or to individuals approved by the parent(s) , guardian, or legal custodian."

AND

5 CSR 25-500.182(1)(A)3. which states: "Caregivers shall provide frequent, direct contact so children are not left unobserved on

the premises."

On April 15, 2022, CI Glover interviewed Ms. Porter and Caregiver Lexye Shaw whom both stated that Child A eloped from the facility without any of the staff members observing the incident. Ms. Porter stated that Child A was often "flighty" and would often attempt to go inside while she was outside on the playground. Ms. Porter stated she believed Child A walked through the back door of the playground and walked through the main hallway of the facility. Ms. Porter stated that Child A would have had to walk past the infant and toddler classrooms and through the front entrance doors and believed she did so without ever being noticed. Ms. Shaw stated that she believed Child A walked through the back door of the playground when another parent had arrived but none of the staff members witnessed it.

On April 21, 2022, CI Glover interviewed Ms. Mitchell who stated she was on the preschool playground with Ms. Shaw and Caregiver Olivia Pendleton on April 12, 2022, when Child A eloped. Ms. Mitchell stated that Child A was visibly upset, crying in the corner near the back door because she wanted to go home. However, Ms. Mitchell stated that none of the teachers were monitoring the back door even though it was known for Child A to often attempt going inside when her class was outside on the playground. Ms. Mitchell stated she believed Child A eloped through the back door when another parent arrived and walked through that same door.

On April 22, 2022, CI Glover interviewed Guardian A who stated she signed Child A out at the front entrance before going outdoors to the playground. However, Guardian A stated that the teachers would not know have known that she was there until she entered the playground. Guardian A stated that one of the teachers told her they could not find Child A on the playground so her and Ms. Pendleton went inside the facility to search for her. Guardian A stated they could not find Child A inside the facility. Guardian A also stated that at that time, a stranger had arrived at the facility. Guardian A stated she walked outside and the stranger asked her if she was looking for a little girl. Guardian A stated that the stranger told her a child was found at Sonic. Guardian A observed Child A sitting at a picnic table at Sonic with a Sonic employee when she picked her up. Guardian A stated that the staff members told her none of them observed Child A going inside the facility from the playground.

5 CSR 25-500.192(5)(B) which states: "Information regarding the date and circumstance of any accident or injury shall be noted in the child's record."

On April 15, 2022, Ms. Porter stated that there was no accident/injury report documented because she was not present the day Child A escaped from the facility. Ms. Shaw stated she did not complete an accident/injury report and was unsure if anyone else did. CI Glover reviewed Child A's file and observed no information regarding the date and circumstance of Child A eloping from the facility on April 12, 2022.

On April 21, 2022, Ms. Mitchell stated that she was unaware of an accident/injury report documented of Child A eloping from the facility.

On April 22, 2022, Guardian A stated that she never received an accident/injury report of Child A eloping from the facility.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall update their disaster and emergency preparedness plan to include a plan for child elopment from the facility. The plan shall be submitted to Child Care Compliance Section for approval, and then the plan shall be reviewed with all staff members (paid employees and paid/unpaid volunteers). All staff members shall sign a statement confirming they have reviewed the plan and agree to follow it. The signed statements shall be submitted to the Child Care Compliance Section.	Yes	11/15/2023
CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
All staff and volunteers must obtain two clock hours on supervision. The training must be held by an approved and qualified source, outside of KinderCare Learning Centers LLC network. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at http://www.moworkshopcalendar.org/ . Verification of training completion shall be from the Open Initiative Toolbox report.	Yes	11/17/2023
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. 5 CSR 25-500.192 Health Care (5) Accidents, Injuries and Emergency Medical Care. (A-C). The facility must provide the Child Care Compliance Section with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate	Yes	11/14/2023

they understand and agree to follow those rules and regulations.		
CORRECTIVE MEASURE A plan shall be put in place to ensure staff are consistently conducting ratio count of children when occupying the outdoor play space to ensure children's safety. A copy of the plan shall be submitted to the Child Care Compliance Section.		COMPLETED (Y/N) Yes
		COMPLETED DATE 11/14/2023
CORRECTIVE MEASURE The facility shall create a plan to ensure how new hire employees (paid employees and unpaid/paid volunteers) understand the general education and training requirements of staff before caring for children. Specifically, 5 CSR 25-5--.102 Personnel (1) General Requirements. (E) "Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests, and problems of children in care." A copy of the plan shall be submitted to the Child Care Compliance Section.		COMPLETED (Y/N) Yes
		COMPLETED DATE 1/13/2023
DISPOSITION SUBSTANTIATED		DISPOSITION DATE 6/10/2022
APPROVING SUPERVISOR NURNBERG, TONY A		