



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
7/18/2022

DVN
000254068

FACILITY NAME

WE CARE CHILDRENS MINISTRIES

FACILITY ADDRESS

4725 NE LAKEWOOD WAY

CITY

LEES SUMMIT

ZIP CODE

64064

PHONE NUMBER

(816) 373-4904

COUNTY

JACKSON

ASSIGNED SPECIALIST

IBBOTSON, 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 Glover conducted an investigation regarding the allegation that Caregiver Judy Bowlin was rough and mean towards the children, and once being observed smacking a child's hand. 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:

RSMo 210.254.2.(5) which states: "The notice of parental responsibility shall include the following: The disciplinary philosophy and policies of the child-care facility;"

On July 25, 2022, CI Glover interviewed Caregivers Ashley Casey and Marie DeVault who both stated that Ms. Bowlin often times spoke too harshly towards the children by raising her voice and speaking in a strict tone. Ms. Casey stated that she had observed Ms. Bowlin, on multiple occasions, pick children up by yanking their arms or pulling on their arms to bring them closer to her. Ms. Casey stated that she had also observed Ms. Bowlin place the children too roughly inside of their seats. Ms. Casey and Ms. DeVault both agreed that it seemed to be during the high stress times in the classroom when Ms. Bowlin would act frustrated and overwhelmed, in which she would reflect towards the children. Assistant Director Donna Flandermeyer, Ms. Casey and Ms. DeVault all stated that Ms. Bowlin had an "old school" mentality towards the children but believed that the children were never in physical harm. However, Ms. DeVault stated that she believed the children were frightened of Ms. Bowlin because they would often times cry after she would raise her voice towards them. Ms. Flandermeyer and Ms. Bowlin stated that there were previous concerns approximately four years ago regarding the way Ms. Bowlin spoke to the children. However, both Ms. Flandermeyer and Ms. Bowlin stated that she received additional training in conscious discipline and had not had any concerns since. Ms. Bowlin stated that she was struggling with personal issues that caused her stress, in which unfortunately was brought with her to work. Ms. Bowlin admitted that she should have stayed home the day she smacked a child's hand, but promised she would never do it again. Ms. Bowlin stated that she smacked the child's hand when he continuously was pushing the other children, but it did not leave any marks or harm the child. All staff stated that they had never observed Ms. Bowlin physically abuse any of the children, nor had she left any marks on any of the children.

CI Glover reviewed the facility's Notice of Parental Responsibility (NPR). More specifically, CI Glover reviewed the Facility Discipline and Educational Philosophy/Policies, which read: "Our purpose is to help each child retain control of their emotions and actions, NOT to stop them from expressing feelings and needs. Our goal is to equip children with the tools to make appropriate choices. Through positive reinforcement, redirection, and modeling, we will guide them in this process. When a child displays unacceptable behavior, the teacher will choose an appropriate discipline such as time away from others to think about the behavior. Physical punishment is NEVER used, nor are the children subjected to frightening, humiliating, embarrassing or emotionally harmful situations or remarks. The child needs, above all, our love, patience, understanding and respect."

CORRECTIVE MEASURES

CORRECTIVE MEASURE The facility shall provide a statement to the Child Care Compliance Section that they will follow their discipline policy as stated in their Notice of Parental Responsibility (NPR) or shall submit a new NPR with an updated discipline policy.		COMPLETED (Y/N) Yes	COMPLETED DATE 9/6/2023
DISPOSITION SUBSTANTIATED		DISPOSITION DATE 4/19/2023	
APPROVING SUPERVISOR BRUCE, CHRISTINA			