



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

COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT  
3/30/2023

DVN  
001790147

**FACILITY NAME**

ANGEL HAVEN EARLY CHILDHOOD CENTER LLC

**FACILITY ADDRESS**

598 SE COUNTY ROAD DD STE 6

**CITY**

WARRENSBURG

**ZIP CODE**

64093-8406

**PHONE NUMBER**

(660) 429-5800

**COUNTY**

JOHNSON

**ASSIGNED SPECIALIST**

GREER, JOHN

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

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

Caregivers shall not leave any child without competent adult supervision.

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 25-500.182(1)(D)1.

Infants and toddlers shall have constant care and supervision. Home monitors or commercial devices marketed to reduce the risk of Sudden Infant Death Syndrome (SIDS) shall not be used in place of supervision while children are napping or sleeping.

5 CSR 25-500.112(1)(A)

Birth Through Two (2) Years. Groups composed of mixed ages through two (2) years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group;

**CONCLUSION SUMMARY**

Compliance Inspector (CI) JD Greer conducted an unannounced investigation of the allegation that Child A (23 months old) and Child B (2 years old) left the playground area and were located on a paved state highway by a passerby who escorted the two children back to the facility. The allegation is substantiated based on the following information:

5 CSR 25-500.112(1)(A) which states, "Birth Through Two (2) Years. Groups composed of mixed ages through two (2) years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group;"

On March 29, 2023, Caregiver Stella Hindman was present with seven children, six children 2 years old to 7 years old and one child 23 months old. On April 4, 2023, Compliance Inspector (CI) JD Greer was reviewing the enrollment form for Child A (23 months old). CI Greer observed that Child A's date of birth was 04-12-2021. Throughout the course of the investigation on March 31, 2023, all staff referred to Child A as being 2 years old.

5 CSR 25-500.182(1)(A)1. which states, "Caregivers shall not leave any child without competent adult supervision."

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"

AND

5 CSR 25-500.182(1)(D)1. which states, "Infants and toddlers shall have constant care and supervision. Home monitors or commercial devices marketed to reduce the risk of Sudden Infant Death Syndrome (SIDS) shall not be used in place of supervision while children are napping or sleeping."

On March 31, 2023, CI Greer interviewed Parent A (Parent of Child A), who stated she has concerns with supervision of Child A at the facility.

On March 31, 2023, Compliance Inspector (CI) JD Greer interviewed Director Courtney Owens, who stated on March 29, 2023, at approximately 4:30 p.m., Caregiver Jahnaya Thomas came into the office to tell Director Owens that Child A (23 months old) and Child B (2 years old) had escaped the playground. Child A and Child B were brought back to the facility by two unknown men and given to Caregiver Thomas.

On March 31, 2023, CI Greer interviewed Caregiver Gennaveve Dilley, who stated she does have concerns about Caregiver Thomas caring for children by herself. Caregiver Thomas does not have the best awareness in the classroom. Caregiver Thomas will become focused on one child or a small group of children and not be aware of her surroundings. Caregiver Dilley has told Director Owens that she has concerns about Caregiver Thomas supervising the children. She does not feel this incident would have happened if a different caregiver had been present outside.

On March 31, 2023, CI Greer interviewed Caregiver Stella Hindman, who stated Caregiver Thomas has struggled with supervision in the classroom in the past. Child A has been known to try and get away from caregivers. All of the caregivers know to keep a close eye on Child A. Caregiver Hindman has reminded Caregiver Thomas multiple times in the past to watch Child A closely. Caregiver Hindman does not trust Caregiver Thomas to be alone with the children and Caregiver Hindman has communicated this to Director Owens.

On March 31, 2023, CI Greer reviewed video footage from March 29, 2023, with Director Courtney Owens and observed the timestamp on the video reads March 29, 2023, at 4:40 p.m. Caregiver Jahnaya Thomas is present and wearing a white long-sleeved top and dark colored pants. Caregiver Thomas is interacting with two children approximately 15 feet away from the gate that leads off of the premises. The gate is in a blind spot at the bottom left of the screen and only the top corner of the gate is visible. A child with dark hair can be seen going through the gate and closing the gate behind them.

**CORRECTIVE MEASURES**

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding supervision. Specifically, 5 CSR 25-500.182(1)(A)1. which states, "Caregivers shall not leave any child without competent adult supervision." 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" AND 5 CSR 25-500.182(1)(D)1. which states, "Infants and toddlers shall have constant care and supervision. Home monitors or commercial devices marketed to reduce the risk of Sudden Infant Death Syndrome (SIDS) shall not be used in place of supervision while children are napping or sleeping." The facility must provide the Office of Childhood with a statement, signed by all staff members (paid employees and paid/unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.	Yes	7/13/2023
All staff and volunteers must obtain one clock hours on supervision. The training must be held by an approved and qualified source, outside of the Angel Haven Early Childhood Center LLC network. Verification of training completion shall be submitted to the Office of Childhood. Training must be viewable in the Office of Childhood's professional development registry.	Yes	8/6/2023
Signs shall be posted at all entrances of the rooms displaying the required staff/child ratios. Pictures of posted signs shall be sent to the Office of Childhood for verification.	Yes	8/4/2023
The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding maintaining staff/ child ratio. Specifically, 5 CSR 25-500.112(1)(A) which states, "Birth Through Two (2) Years. Groups composed of mixed ages through two (2) years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group;" The facility must provide the Office of Childhood with a statement, signed by all staff members (paid employees and paid/unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.	Yes	7/13/2023

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

7/7/2023

**APPROVING SUPERVISOR**

FOX, ROMENA