



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

**DATE OF REPORT**  
3/13/2020

**DVN**  
000685843

**FACILITY NAME**

MISSOURI OZARKS COMMUNITY ACTION, INC. ST JAMES HEAD START

**FACILITY ADDRESS**

1518 LOLA LN

**CITY**

ST JAMES

**ZIP CODE**

65559

**PHONE NUMBER**

(573) 265-3257

**COUNTY**

PHELPS

**ASSIGNED SPECIALIST**

KOETTING, SHELBY N

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-62.182 (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.

19 CSR 30-62.182 (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.

19 CSR 30-62.182 (1)(C)(9)

Punishment or threat of punishment shall not be associated with food, rest or toilet training.

19 CSR 30-62.192 (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) written instructions.

**CONCLUSION SUMMARY**

Based on interviews with facility staff members Fikriye "Yasmine" Koylu and Amber Sidewell, director, Anne Matchell, and Parent of Child A, the allegation that Anne Matchell used unnecessary discipline techniques in the classroom at Missouri Ozarks Community Action, INC. St James Head Start on March 11, 2020 will be substantiated. All staff members, as well as Parent of Child A, stated that the discipline technique is to utilize the calm down space when children show behaviors and talk about why the behavior is not acceptable in the classroom. Anne Matchell directly contradicted these discipline techniques by requiring Child A to pick the toilet paper out of the toilet and dispose of it in the trash can . Only constructive, age-appropriate methods of discipline shall be used to help children develop self-control and assume responsibility for their own actions.

**CORRECTIVE MEASURES**

**CORRECTIVE MEASURE**

All staff and volunteers of Missouri Ozarks Community Action, INC. St James Head Start must obtain one (1) clock hour of training, approved by the Section for Child Care Regulation, on age appropriate discipline. The training hour must be held by an approved and qualified source. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at <http://www.moworkshopcalendar.org/>. Attendance shall be recorded on the OPEN Toolbox Program Report and provided to the Section for Child Care Regulation .

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

8/12/2020

**CORRECTIVE MEASURE**

Missouri Ozarks Community Action, INC. St James Head Start shall update their policy on when accident/incident reports should be completed. The policy, along with a signed statement from all staff indicating that they have read and agree to follow the policy, shall be submitted to the Section for Child Care Regulations.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

8/27/2020

**CORRECTIVE MEASURE**

Missouri Ozarks Community Action, INC. St James Head Start shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding age appropriate discipline. The facility must provide the Section for Child

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

6/29/2020

Care Regulation with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those policies, rules, and regulations.

**DISPOSITION**  
SUBSTANTIATED

**DISPOSITION DATE**  
6/3/2020

**APPROVING SUPERVISOR**  
TODARO, KAYLA