



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

DATE OF REPORT
3/7/2019

DVN
001384765

FACILITY NAME

OZARKS TECHNICAL COMMUNITY COLLEGE

FACILITY ADDRESS

936 N HAMPTON AVE

CITY

SPRINGFIELD

ZIP CODE

65802-3608

PHONE NUMBER

(417) 447-8130

COUNTY

GREENE

ASSIGNED SPECIALIST

DONSON, ANGEL

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-62.132 (7)

The provider shall assess his/her ability to provide care for the special needs child while also meeting the needs of the other children.

19 CSR 30-62.182 (1)(C)(11)

Children shall not be permitted to intimidate or harm others, harm themselves or destroy property.

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

The Section for Child Care Regulation (SCCR) determined the facility violated these licensing rules based on a review of incident reports, an inspection to the facility, and interviews conducted with Caregivers Jayme Cruse, Susan Forte, Josie Blehm, Jessica Jarrett, Rhonda Weber, Inclusion Specialist Rita White, Director Jennifer Crouch, Department Chair Marilyn Madden, Child A's mother, and Child C's mother. Caregiver Jayme Cruse reported Child A has bruised, scratched, and bloodied caregivers and children at this facility. Child A hurt other children multiple times a day. Caregivers reported they all have spoken to management with no solution to help with the problems they face in their classroom. Caregiver Susan Forte reported Child A's problems are beyond what they can deal with. Caregiver Josie Blehm reported Child A gave her a bloody nose while she was trying to restrain Child A from hurting other children. Ms. Blehm stated she reported to her boss that she "can't keep getting hurt every day." All Caregivers expressed concern since they spend so much time on the three behavioral children in their classroom, it is taking away from the other children's attention. The provider did not accurately assess their ability to care for the special needs children while also meeting the needs of the other children evidenced by children were repeatedly being injured and caregivers continuously struggling with aggressive behavior.

Inclusion Specialist, Rita White reported she observed Child A hurting other children and the caregivers. Mrs. White stated one classmate asked, "can you lock the door" once Child A was in a hallway "to keep her out of here." Caregiver Rhonda Weber reported she believes other children are scared of Child A because she has seen them flinch when Child A comes close to them. Mrs. Weber stated "Child A seems like she is out to hurt others." Mrs. Weber has also heard other children say "I am scared of Child A" and "I am afraid she is going to hit me." Child A will run around screaming and will say things like "I am going to hit/hurt you" Caregiver Josie Blehm reported Child A has "an upset on a daily bases." Ms. Blehm stated other children get scared when Child A is upset, for example, the children were running saying "run Child A is going to hurt you." as they were running an trying to hide. Ms. Blehm stated if Child A is upset, the other children have said "get her out." An incident report from April 18, 2018 stated Child A "grabbed another child's hair and pulled two big handfuls of hair out of the other child's head. Child A was enrolled on March 3, 2018 and disenrolled on April 2, 2019. Child A was continuously hurt other children for the year she was enrolled at this facility. Child B was enrolled on November 14, 2016 - April 1, 2019, also continuing to harm other children. The provider failed to protect children from being intimidated and harmed. Incident reports showed children hurting other children and at times the same child hurting others throughout the day.

Licensing rules require the parents shall be notified immediately in case of accident of injury. Child A's mother and Child C's mother both reported the majority of the time they are told about incidents at the end of the day. CCFS Donson observed the incident reports and was able to confirm the statements from Child A's and Child C's mother being told at the end of the day

rather than immediately per licensing rules and regulations. Majority of the incident reports showed that the parents were notified at the end of the day. The incident reports indicate there were several hours between the incident and when the parent was notified. Licensing Rules require parent notification immediately and SCCR was unable to show the facility made immediate notification given the documents provided during the investigation.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
All caregivers, Director, and volunteers counting in staff/child ratio shall review rules pertaining to parental notification and incident report documentation. All caregivers shall sign a statement that they have reviewed the Licensing rules and agree to abide by those rules. Caregivers shall also complete a minimum of one (1) hour of training on the importance of documentation and parental notification.	Yes	1/10/2020

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
All caregivers and volunteers counting in child staff ratio shall obtain a minimum of two (2) clock hours of training relating to the problems and needs of children that are experiencing challenging behaviors. This should include developmentally appropriate practices related to managing challenging behaviors.	Yes	9/16/2019

DISPOSITION	DISPOSITION DATE
SUBSTANTIATED	5/3/2019

APPROVING SUPERVISOR
WHITE, LEAH