



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT

3/22/2022

DVN

000753528

FACILITY NAME

SOUTH CENTRAL MISSOURI COMMUNITY ACTION AGENCY

FACILITY ADDRESS

1405 S WINES ST

CITY

SALEM

ZIP CODE

65560

PHONE NUMBER

(573) 729-3188

COUNTY

DENT

ASSIGNED SPECIALIST

FYFE, IAN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

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 March 22, 2022, the Office of Childhood (OOC) received an allegation that Caregiver Savannah Anderson grabbed Child A, causing red marks on Child A's wrists. After conducting an investigation, Compliance Inspector (CI) Ian Fyfe has found this allegation to be substantiated based on the following evidence:

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

On March 25, 2022, Compliance Inspector (CI) Ian Fyfe conducted an unannounced inspection to the facility and interviewed Director Melody Dawn Segovia and Caregiver Mary Twomey. Ms. Segovia stated that Caregiver Savannah Anderson attempted to redirect Child A after Child A had an emotional outburst in the play area. After Child A refused to listen to Ms. Anderson, Ms. Anderson attempted to lift Child A to take them to a designated safe place in the facility. Child A physically resisted Ms. Anderson while she was trying to lift the child. Ms. Anderson then lifted Child A by their forearms into a carrying position and carried Child A to the designated safe place. Ms. Segovia stated that the lifting method that Ms. Anderson used with Child A was inappropriate and not what the facility instructs teachers to use.

On March 25, 2022, CI Ian Fyfe interviewed Caregiver Mary Twomey, who was the other teacher present in the classroom during the incident. Ms. Twomey stated that she instructed Ms. Anderson to take Child A to the safe place after Child A became upset and ran away from the group. Ms. Twomey observed the lift used by Ms. Anderson and informed Ms. Anderson that the method she used was inappropriate. Ms. Twomey stated that while the lift appeared to be inappropriate, Ms. Anderson did not lift Child A out of anger and or with the intent of disciplining Child A. Ms. Twomey noted that Ms. Anderson spoke to Child A appropriately and did not become angry with Child A throughout the incident.

On March 25, 2022, CI Fyfe observed video footage of the incident. The video is approximately thirty-four seconds long and shows that the incident occurred on March 16, 2022, at approximately 11:14 AM. In the footage of the incident, Ms. Anderson is seen grabbing Child A by their underarms and forearms before lifting Child A into her arms. Throughout the interaction, Child A is seen resisting Ms. Anderson.

On April 13, 2022, CI Fyfe conducted an interview with Caregiver Savannah Anderson via phone call. Ms. Anderson stated that Child A became upset in the classroom and ran away to the kitchen play area. Ms. Anderson told Child A that they can go play with their friends or go to the safe place. Child A refused to listen to Ms. Anderson, leading Ms. Anderson to pick Child A up and carry them to the safe place. Ms. Anderson stated that Child A fought her attempts to pick them up and that Child A repeatedly told Ms. Anderson "no." Ms. Anderson stated that she then lifted Child A up by their armpits and carried them to the safe place in the library.

On April 13, 2022, CI Fyfe conducted an interview with Parent A, parent of Child A, via phone call. Parent A stated that Child A was upset the day after the incident. Parent A asked Child A why they were upset and Child A stated that they were upset due to

Ms. Savanah [Anderson] being mean to them. Child A informed Parent A that Ms. Savanah pulls them by their arms. Parent A went to the facility and spoke to Child A's teacher, Mary Twomey, who admitted that the incident occurred. Parent A stated that they spoke to Director Melody Segovia regarding the incident and that Ms. Segovia spoke to Child A's teachers regarding the incident.

The reporter for this complaint could not be contacted for further information.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

All staff members (paid employees or unpaid volunteers) must take the 1.0 clock hour online training course titled, ""Making a Difference: Protecting Health and Keeping Children Safe"" available at <https://dese.mo.gov/childhood/child-care/training-info>. Verification of attendance shall be through the Toolbox report.

COMPLETED (Y/N)

Yes

COMPLETED DATE

9/15/2022

CORRECTIVE MEASURE

The facility shall create a plan to ensure how employees (paid employees and unpaid/paid volunteers) are fully trained on the facility's written child care practices, including the assigned duties and responsibilities of staff members, before caring for children. A copy of the plan shall be submitted to the Child Care Compliance Section.

COMPLETED (Y/N)

Yes

COMPLETED DATE

8/15/2022

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

8/3/2022

APPROVING SUPERVISOR

CHRISCO, MARLA L