



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
9/20/2021

DVN
000173315

FACILITY NAME

KINDERCARE LEARNING CENTERS LLC

FACILITY ADDRESS

821 NW WOODS CHAPEL RD

CITY

BLUE SPRINGS

ZIP CODE

64015-2684

PHONE NUMBER

(816) 228-4989

COUNTY

JACKSON

ASSIGNED SPECIALIST

SNODGRASS, PENNY

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.132(13)

Parents shall have access to the facility at any time during child care hours.

CONCLUSION SUMMARY

The Office of Childhood has determined that the allegations of this complaint to be substantiated . This determination is based on interviews with the director Sabrina Bratton and Interim District Manager Anna Patterson .

Sabrina Bratton stated she did tell the parents that at drop off she had to follow Covid policies and she would take the kids back to the classroom. Sabrina Bratton stated that she did tell a parent (Parent A) of twins that she couldn't allow parents into the building due to Covid policies. Parent A wanted to meet the children's teachers. After this incident she did get a call from a gentleman that she can't remember his name but he explained the licensing rules on parents being allowed in the facility during child care hours. Sabrina Bratton felt she was just following the KinderCare Covid policy by not allowing parents into the building during Covid. Sabrina Bratton stated that once she found out that she was required per licensing rules to allow parents access to the facility she does let parents in the building if they want to come in.

On September 22, 2021 CI Snodgrass interviewed Anna Patterson who is currently the KinderCare interim director for the Kansas City district. Anna Patterson stated that KinderCare as a company is asking parents to allow staff to take children back to the classrooms and pick up children at the front door of the facility. Anna Patterson stated that if parent asks if they can come into the building to drop off and pick up in the classrooms KinderCare will allow it but they recommend that due to Covid that parents stop at the front door.

Based on interviews when Sabrina Bratton stated that she did tell parents that she had to follow Covid policies by not allowing parents into the facility and that she would take the children back to the classroom this allegation is substantiated.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

KinderCare Learning Center shall provide a statement to the Office of Childhood that they will allow parents access to the facility at all times the facility is open for services. This statement will be submitted to Compliance Inspector Snodgrass by April 18, 2022

COMPLETED (Y/N)

Yes

COMPLETED DATE

7/20/2022

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

5/17/2022

APPROVING SUPERVISOR

NURNBERG, TONY A