



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT

4/13/2023

DVN

001907986

FACILITY NAME

COUNTRY KIDS LEARNING CENTER, L.L.C.

FACILITY ADDRESS

12895 STATE RTE E

CITY

SAVANNAH

ZIP CODE

64485-2297

PHONE NUMBER

(816) 324-3484

COUNTY

ANDREW

ASSIGNED SPECIALIST

GREER, JOHN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.102(1)(A)

Child care personnel shall be of good character and intent and shall be qualified to provide care conducive to the welfare of children.

CONCLUSION SUMMARY

Compliance Inspector (CI) JD Greer conducted an unannounced investigation of the allegation that Caregiver Abigail Jeffress got into a fight with Caregiver Shelbee Sollars and they were yelling at each other. The allegation is substantiated based on the following information:

5 CSR 25-500.102(1)(A) which states, "Child care personnel shall be of good character and intent and shall be qualified to provide care conducive to the welfare of children."

On April 19, 2023, CI Greer interviewed Director Brandy Bumphrey who stated on April 6, 2023, Caregivers Abigail Jeffress and Shelbee Sollars had a verbal argument. Caregiver Sollars confronted Caregiver Jeffress in the upstairs classroom. Caregiver Sollars said, "I'm going to beat her(Jeffress) ass."

On April 19, 2023, CI Greer interviewed Caregiver Jessica Davis who stated on April 6th, 2023, Caregiver Sollars and Caregiver Jeffress were yelling at each other in front of the children. Both staff were cussing at one another. The verbal argument lasted for approximately three minutes.

On April 19, 2023, CI Greer interviewed Caregiver Abigail Jeffress who stated on April 6th, 2023, she had a verbal disagreement with Caregiver Sollars. Caregiver Sollars said, "You need to control your fucking class." Caregiver Sollars said, "You need to maintain a real fucking job." Caregiver Jeffress responded by saying, "At least I didn't fail police academy." Caregiver Jeffress was talking loudly and cussing, but she did not yell.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

The facility shall have all staff members (paid employees and paid/unpaid volunteers) obtain one (1) clock hour of approved training on professionalism in a childcare setting, outside the Country Kids Learning Center, L.L.C. network. The local Child Care Aware agency may also assist in finding training. The Child Care Aware website can be found at <http://www.childcareaware.org/>. Verification of training completion shall be submitted to the Office of Childhood.

COMPLETED (Y/N)

Yes

COMPLETED DATE

11/13/2023

CORRECTIVE MEASURE

The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding professionalism in a childcare setting. Specifically, 5 CSR 25-500.102(1)(A) which states, "Child care personnel shall be of good character and intent and shall be qualified to provide care conducive to the welfare of children." AND 5 CSR 25-500.102(1)(E) which states, "Caregivers shall have knowledge of the needs of children and shall be sensitive to the

COMPLETED (Y/N)

Yes

COMPLETED DATE

11/13/2023

capabilities, interests, and problems of children in care." The facility must provide the Office of Childhood- Childcare Compliance 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.

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

9/12/2023

APPROVING SUPERVISOR

FOX, ROMENA