



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
11/5/2021

DVN
002533422

FACILITY NAME

PREFERRED FAMILY HEALTHCARE, INCORPORATED

FACILITY ADDRESS

2411 W CATALPA ST

CITY

SPRINGFIELD

ZIP CODE

65807-1123

PHONE NUMBER

(417) 773-2104

COUNTY

GREENE

ASSIGNED SPECIALIST

KREITZER, PENNY

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(C)2.

Expectations for a child's behavior shall be appropriate for the developmental level of that child.

5 CSR 25-500.182(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.

5 CSR 25-500.182(1)(C)7.

Physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair shall be prohibited.

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

The Office of Childhood (OOC) determined the facility violated this licensing rule based on interviews conducted with Child A's mother, with Kassandra Smith (Acting Director), with Azalene Wolf (former Caregiver) and based on observations made by CI Kreitzer. Child A's mother stated she observed Azalene Wolf restraining Child A in her lap and reported Ms. Wolf admitted she had restrained Child A several times that day. Ms. Wolf reported she held Child A in her lap for time out, because of his disability. Acting Director Kassandra Smith reported she had observed classroom video of Ms. Wolf slapping Child A's hand, holding Child A by the chin with her face close to his while reprimanding him, then pushing him backward, causing him to fall. Ms. Wolf stated she gave Child A's hand a "tiny pat" so he would know not to repeat an action. She stated she held Child A's face lightly and spoke sternly to him, to explain what he had done wrong. CI Kreitzer observed classroom video which confirmed Ms. Wolf slapped Child A's hand, grabbed his chin and put her face in his while reprimanding him, and then pushed him backward hard enough to cause him to fall to the floor.

CORRECTIVE MEASURES

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The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding appropriate discipline of children. The facility must provide the Office of Childhood with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.

COMPLETED (Y/N)

Yes

COMPLETED DATE

3/10/2022

CORRECTIVE MEASURE

All caregivers counted in child/staff ratio shall complete 1 clock hour of training regarding behavior management in child care. The training must be recorded and viewable in the OPEN Toolbox.

COMPLETED (Y/N)

Yes

COMPLETED DATE

4/6/2022

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

2/8/2022

APPROVING SUPERVISOR

HOLMAN, MELISSA