



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT

11/22/2021

DVN

002595660

FACILITY NAME

MAGNOLIA URBAN LEAGUE HEAD START / EARLY HEAD START

FACILITY ADDRESS

2725 ALHAMBRA CT

CITY

ST LOUIS

ZIP CODE

63118-1117

PHONE NUMBER

(314) 584-6363

COUNTY

ST LOUIS CITY

ASSIGNED SPECIALIST

SPAULDING, STEPHANIE

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.192(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(s') written instructions.

CONCLUSION SUMMARY

On November 23, 2021, compliance inspector (CI) Spaulding investigated an allegation that Child A, age 3, sustained an injury to his forehead while at the daycare on Friday November 19, 2021. Parent A stated that when she picked up Child A from the daycare center, he had a large swollen knot in the middle of his forehead. She stated that she asked his teacher (unknown name) what happened and the teacher said that she didn't know what happened. One of the healthcare workers (unknown name) stated that Child A was running and tripped over his foot. Parent A was not notified of the injury. Based on interviews with Parent A and staff of Magnolia Urban League Head Start/Early Head Start, CI Spaulding has determined that while Child A does have a knot on his forehead; Child A was supervised, but Parent A was not notified on Child A's injury while in care. Therefore, the following rule violation is being cited.

5 CSR 25-500.192(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(s') written instructions.

On November 23, 2021, Parent A stated the following:

-No one contacted her regarding Child A falling and obtaining a bump on the forehead. Parent A observed the bump when picking up Child A at the center in the middle of the day. Parent A did not know what time the injury occurred but that Child A was dropped off at about 8:30 a.m.

On November 23, 2021, caregiver, Claire Webster stated the following:

-Child A did fall on November 19, 2021 when he tripped over her foot.
-She did not call Parent A or complete an incident report regarding Child A falling on November 19, 2021.

On November 23, 2021, caregivers, Shondrea McLoran and Shantana Payne provided consistent statements:

-They did not inform Parent A that Child A fell on the morning on November 19, 2021.
-Ms. Payne stated that she only informed Parent A that Child A bit another child in the classroom on November 19, 2021.

On November 23, 2021, director, Miranda Mosley stated the following:

-Ms. Claire was telling her about Child A falling on November 19, 2021 when Ms. Payne was talking to Parent A about Child A biting another child on November 19, 2021.
-Ms. Claire was not aware of the facility policy regarding incidents because she has only been working at the facility for a couple of weeks.
-She told Ms. Payne not to call Parent A about the fall after calling her about the biting incident because she would speak to Parent A when she arrived at pick up.
-She told Parent A that the facility "dropped the ball" on the incident regarding notifying her about Child A falling and hitting his head.

On November 23, 2021, assistant director, Pamela Williams stated the following:

- She was aware that Child A fell on November 19, 2021.
- Ms. Miranda told her that she notified Parent A about Child A falling on November 19, 2021.
- Ms. Shondrea and Ms. Baileigh were the staff in the classroom when Child A fell on November 19, 2021.

CI Spaulding requested video footage of the incident on November 19, 2021 when Child A fell and hit his head. CI Spaulding was informed that this information had to come from Human Resources. As of March 15, 2022, CI Spaulding has not received video footage of the incident on November 19, 2021 regarding Child A falling and hitting his head.

On November 23, 2021, compliance inspector (CI) Spaulding received and reviewed statements from the staff of Magnolia Urban League Head Start/Early Head Start regarding the incident involving Child A on November 19, 2021. Ms. Claire's statement is the only statement that indicates Child A fell on November 19, 2021 while in care in the Penguins classroom. The other staff statements are regarding Child A crying on November 19, 2021 and staff conversation with Parent A on November 19, 2021.

On November 23, 2021, compliance inspector (CI) Spaulding also received and reviewed the incident report for Child A on November 19, 2021. The incident report indicates that Child A fell and hit his forehead resulting in a raised bruise and that Parent A was notified at mid day pick up on November 19, 2021. The incident report indicates that Child A fell before 8:00 am on November 19, 2021 and that Parent A was notified at about 12:30 pm on November 19, 2021.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding communication with parent(s) and notifying parents immediately for any accident or injury to a child. The facility must provide the Office of Childhood 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.	Yes	8/5/2022

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

7/14/2022

APPROVING SUPERVISOR

CHRISCO, MARLA L