



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

**COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

DATE OF REPORT

11/3/2020

DVN

001768449

FACILITY NAME

BRIGHT START ACADEMY, INC.

FACILITY ADDRESS

864 HOMEFIELD BLVD

CITY

O FALLON

ZIP CODE

63366

PHONE NUMBER

(636) 379-2600

COUNTY

ST CHARLES

ASSIGNED SPECIALIST

WILMESHER, LAURA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-62.112 (1)

The following staff/child ratios shall be maintained on the premises at all times.

19 CSR 30-62.112 (1)(A)

Birth Through Two (2) Years. Groups composed of mixed ages through two (2)- years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group.

19 CSR 30-62.112 (1)(B)

Age Two (2) Years. Groups composed solely of two (2)-year olds shall have no less than one (1) adult to eight (8) children, with no more than sixteen (16) children in a group.

19 CSR 30-62.112 (1)(C)

Ages Three Through Four (3-4) Years. Groups composed solely of three (3)- and four (4)-year olds shall have no less than one (1) adult to ten (10) children.

CONCLUSION SUMMARY

Child Care Facility Specialist (CCFS) Laura Wilmesher conducted an investigation regarding the allegation that Bright Start Academy is running over ratio in several classrooms daily. After conducting the investigation, CCFS Wilmesher finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

19 CSR 30-62.112 (1) which states: "The following staff/child ratios shall be maintained on the premises at all times."

AND

19 CSR 30-62.112 (1)(A) which states: "Birth Through Two (2) Years. Groups composed of mixed ages through two (2)- years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group."

AND

19 CSR 30-62.112 (1)(B) which states: "Age Two (2) Years. Groups composed solely of two (2)-year olds shall have no less than one (1) adult to eight (8) children, with no more than sixteen (16) children in a group."

AND

19 CSR 30-62.112 (1)(C) which states: "Ages Three Through Four (3-4) Years. Groups composed solely of three (3)- and four (4)-year olds shall have no less than one (1) adult to ten (10) children."

On November 5, 2020, former caregiver Aspen Singleton stated when she would arrive, her co-teacher would have 16 two-year-olds by herself, and that there were ten infants with two teachers. Aspen Singleton stated in both the morning and the afternoon there would be ratio issues at the facility.

On November 5, 2020, caregiver Brittany Mesenbrink stated a few months ago, the two's room was over ratio for close to twenty minutes, and that Sarah Weed was the caregiver that was over ratio, and Aspen Singleton was supposed to be there with her, but she was over an hour late for her shift. Brittany Mesenbrink stated occasionally in the pre-k classroom, it goes over ratio around 7:00 AM for approximately fifteen minutes.

On November 5, 2020, caregiver Emily Craig stated there were some times when there were nine one-year-old children with two staff members, and that there were not enough staff members present to open the additional infant/toddler room, so they kept

nine children in the one-year-old room for the entire day. Emily Craig also stated that most mornings, Stephanie is over ratio when Emily arrives to the room, having more than four infants and toddlers by herself.

On November 5, 2020, caregiver Christina Newhouse stated she works in the pre-k classroom, and sometimes they'll be over ratio by one child, sometimes for the whole day in that room. Christina Newhouse stated this has happened on more than one occasion.

On November 6, 2020, CCFS Wilmesher received and reviewed a copy of the facility's staff and children attendance records for the week of October 26, 2020, to October 30, 2020. CCFS Wilmesher noted several concerns regarding staff/child ratios, based solely on the information provided in those attendance records. Observances of possible staff/child ratio violations based on these records included the following:

On October 28, 2020, there were between nine and eleven children in Room 1 (age under 24 months) from 8:35 AM until 9:14 AM. Caregivers in the room were Megan and Michelle.

On October 29, 2020, there were nine children in Room 1 (age under 24 months) from 9:25 AM until 3:42 PM. Caregivers in the room were Megan and Michelle.

On October 26, 2020, there were five children in Room 3 (age under 24 months) from 8:20 AM until 9:15 AM with Stephanie as the only caregiver.

On October 27, 2020, there were five children in Room 3 (age under 24 months) from 8:05 AM until 8:15 AM with one caregiver, and six children from 8:15 AM until 10:00 AM with one caregiver. Stephanie was the caregiver during these timeframes.

On October 29, 2020, there were eight children in Room 3 (age under 24 months) between 8:15 AM until 9:00 AM with one caregiver, Stephanie, and then ten children from 9:00 AM until 10:00 with one caregiver, Stephanie.

On October 30, 2020, there were fifteen children in Room 3 (age under 24 months) between 8:15 AM and 8:20 AM with two caregivers, Stephanie and Krystal. There were thirteen children between 8:30 AM and 9:00 AM with two caregivers, Stephanie and Brittany.

On October 28, 2020, there were five children in Room 4 (age under 24 months) between 7:25 AM and 7:30 AM with one caregiver, Stephanie. There were nine children between 8:20 AM and 9:00 AM with Stephanie and Tori as the caregiver. There were ten children between 8:45 AM and 9:00 AM with Stephanie and Tori as the caregiver.

On October 27, 2020, there were nine children in the Green Room (age two years) between 8:20 AM and 9:00 AM with one caregiver, Stephanie.

On October 28, 2020, there were eighteen children in an unknown room between 10:22 AM and 12:30 PM with Krystal as the only caregiver.

On October 29, 2020, there were nine children in Room 6 (age two years) between 8:51 AM and 8:57 AM with one caregiver, Krystal.

On October 30, 2020, there were eleven children in the Preschool Red classroom between 7:55 AM and 8:00 AM with one caregiver, Nazli.

On October 29, 2020, there were eleven children in the preschool yellow room between 7:55 AM and 8:05 AM with one caregiver, Brittany, and twelve children between 8:05 AM and 9:00 AM with one caregiver, Brittany.

On October 27, 2020, there were 18 children with one caregiver, Christina.

The opening sheet (ages two years to school-age) for October 27, 2020, shows one caregiver, Joanie, present with fourteen children in room nine from 6:54 AM until 7:00 AM, and then 26 children with caregivers Joanie and Pat from 7:25 AM until 7:35 AM.

The opening sheet (ages two years to school-age) for October 28, 2020, shows one caregiver, Joanie, present with more than ten children from 6:45 AM until 7:00 AM, and then two caregivers Joanie and Krystal with more than twenty children from 7:25 AM until 8:00 AM (more than thirty children from 7:35 AM until 8:00 AM). Nazli arrived at 8:00 AM as a third caregiver in the room, however at that time, there were 39 children in the room.

The opening sheet (ages two years to school-age) for October 29, 2020, shows more than ten children with one caregiver, Joanie, from 6:53 AM until 7:00 AM.

The opening sheet (ages two years to school-age) for October 30, 2020, shows more than twenty children with two caregivers, Joanie and Stephanie, from 7:36 AM until an unknown time when the children left the opening room for their regular classrooms.

PROVIDER COMMENTS

It is our goal to follow all state licensing rules and regulations. However, during the Coronavirus Pandemic we have had many obstacles to overcome, including teachers and families that we unexpectedly quarantined or who became suddenly ill. Even during those times we strive to maintain classroom ratios and always keep children and staff safety in the forefront. Since this incident occurred, we have put policies and procedures in place to ensure this will never happen again.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall notify all staff members of the violations which were substantiated, and specify the actions to be taken by all staff in order to comply with all licensing violations cited. A copy of the memo, letter, or staff meeting agenda(s) shall be submitted to Section for Child Care Regulation.	Yes	12/31/2020
Signs shall be posted at all entrances of the rooms displaying the required staff/child ratios.	Yes	12/31/2020

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

12/22/2020

APPROVING SUPERVISOR

CLARK, ANGELA