



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

COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT  
4/15/2022

DVN  
000225054

**FACILITY NAME**

YOUNG WOMEN'S CHRISTIAN ASSOCIATION OF ST. JOSEPH, MISSOURI

**FACILITY ADDRESS**

304 N 8TH ST

**CITY**

ST JOSEPH

**ZIP CODE**

64501-1927

**PHONE NUMBER**

(816) 232-4481

**COUNTY**

BUCHANAN

**ASSIGNED SPECIALIST**

GREER, JOHN

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

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)8.

No discipline technique which is humiliating, threatening, or frightening to children shall be used. Children shall not be shamed, ridiculed, or spoken to harshly, abusively, or with profanity.

**CONCLUSION SUMMARY**

On April 15, 2022, the Office of Childhood (OOC) received an allegation that on April 12, 2022, Caregivers Ana Bloss and Hailea Cates grabbed Child A by the arm and continued to hold her arm after Child A dropped her weight. Ms. Bloss used her foot to move Child A as well as push Child A by the shoulder. On April 13, 2022, Ms. Bloss used an inappropriate tone with Child A. After conducting an investigation, Compliance Inspector (CI) JD Greer found the allegation to be substantiated based on the following evidence:

5 CSR 25-500.182(1)(C)3. which states, "Only constructive, age-appropriate methods of discipline shall be used to help children develop self-control and assume responsibility for their own actions."

AND

5 CSR 25-500.182(1)(C)8. which states, "No discipline technique which is humiliating, threatening, or frightening to children shall be used. Children shall not be shamed, ridiculed, or spoken to harshly, abusively, or with profanity."

On April 21, 2022, Compliance Inspector (CI) JD Greer interviewed Director Megan Murray who stated over the past few months multiple staff have come to her with concerns about Ms. Bloss. On April 13, 2022, she heard Caregiver Ana Bloss yelling in the preschool room. She heard Ms. Bloss yell, "Sit down now!" and "get over here now!" Later that day, Caregiver Brittany Tribble came to Ms. Murray and informed her that on April 12, 2022, she observed Ms. Bloss drag Child A (3-years-old) down the hallway during graduation pictures for the preschool students. Ms. Murray began reviewing video footage and she observed on camera Ms. Bloss holding onto Child A's arm and attempting to walk down the hallway as Child A was dropping their weight. Ms. Murray also observed on camera Caregiver Hailea Cates holding Child A's arm while Child A dropped her weight. Ms. Murray additionally observed Ms. Bloss push Child A out of the way as she was walking down the hallway and try to move Child A back into the classroom with her foot. The report indicates it was Ms. Cates who used her foot to push Child A, but it was Ms. Bloss.

On April 21, 2022, CI Greer interviewed Caregiver Hailea Cates who stated Ms. Bloss was very controlling in the classroom. She always wanted to be the center of attention. She was a very loud teacher and would aggressively yell at the children. On April 12, 2022, her class was in the hallway for pictures with Ms. Bloss. Ms. Bloss grabbed Child A by the arm aggressively and pulled her down the hallway. She also saw Ms. Bloss shove Child A and push Child A with her foot. When she was in the hallway, she had grabbed Child A by the arm to prevent her from running down the hallway and harming herself. Child A sat on the ground, but she was not pulling on Child A's arm it was just up in the air.

On April 21, 2022, CI Greer interviewed Caregiver Dayven Tolbert who stated Ms. Bloss was very aggressive in her tone with the

children and was often screaming and yelling at them. Mr. Tolbert informed Ms. Murray of the yelling and screaming from Ms. Bloss. Ms. Bloss would get better after Ms. Murray had spoken to her, but within a few days the aggressive yelling would start to build again. After a few weeks her yelling and screaming would be the same as it was before.

On April 21, 2022, CI Greer interviewed Caregiver Brittany Tribble who stated she could hear Ms. Bloss yelling at the children from her room (infant room). In the infant room there are monitors that show a live feed of the cameras in the building. She was watching the monitor on April 12, 2022, and saw Ms. Bloss' classroom taking photos in the hallway. Child A was not listening to Ms. Bloss. Child A ran down the hallway. Ms. Bloss yelled at her to come back. Ms. Bloss chased after Child A and grabbed her by the arm. Child A dropped her weight and Ms. Bloss continued to walk with Child A. She told Ms. Murray the following day what she had seen on the monitor.

On April 21, 2022, CI Greer interviewed Caregiver Brooklyn Haughey who stated since she has been back and working at the facility, she could hear Ms. Bloss yelling from other parts of the building. She would usually hear Ms. Bloss yelling when Ms. Haughey would take her lunch break in the office.

On April 21, 2022, CI Greer reviewed video footage of the incident from April 12, 2022 with Director Megan Murray. CI Greer observed Caregivers Ana Bloss and Halea Cates were present in the hallway with 8 children, including Child A (3-years-old). The class is lining up along the wall and Child A is dancing around and not listening to directions from the caregivers. Ms. Bloss grabs Child A by the arm. Child A drops her weight to the ground and Ms. Bloss continues to hold on to Child A for approximately 5 seconds and tried to walk down the hallway while still holding Child A's arm. Approximately 3 minutes later Ms. Cates grabs Child A by the arm. Child A drops her weight to the ground and Ms. Cates continues to hold the child by the arm for approximately 2 seconds. Ms. Bloss walks by Child A and places her hand on her shoulder. Ms. Bloss pushes Child A to the side as she continues walking down the hallway. Ms. Bloss attempts to move Child A back into the classroom by pushing her with her foot while Child A is sitting on the ground.

## CORRECTIVE MEASURES

### CORRECTIVE MEASURE

The facility shall conduct a staff meeting to review the policies and all licensing rules and regulations regarding discipline. 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.

### COMPLETED (Y/N)

Yes

### COMPLETED DATE

11/29/2022

### CORRECTIVE MEASURE

All staff and volunteers of Young Women's Christian Association of St. Joseph, Missouri must obtain one (1) clock hour of training approved by the Office of Childhood, on age-appropriate discipline. The training must be held by an approved and qualified source, outside of the Young Women's Christian Association of St. Joseph, Missouri network. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at <http://www.moworkshopcalendar.org/>. Verification of training completion shall be from the Open Initiative Toolbox report.

### COMPLETED (Y/N)

Yes

### COMPLETED DATE

2/16/2023

### DISPOSITION

SUBSTANTIATED

### DISPOSITION DATE

11/14/2022

### APPROVING SUPERVISOR

NURNBERG, TONY A