



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

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

**DATE OF REPORT**  
4/17/2019

**DVN**  
000170041

**FACILITY NAME**

KINDERCARE LEARNING CENTERS LLC

**FACILITY ADDRESS**

3107 COOK RD

**CITY**

ST JOSEPH

**ZIP CODE**

64506

**PHONE NUMBER**

(816) 364-5685

**COUNTY**

BUCHANAN

**ASSIGNED SPECIALIST**

HASTINGS, PEGGY

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-62.182 (1)(A)(1)

Caregivers shall not leave any child without competent adult supervision.

19 CSR 30-62.182 (1)(A)(3)

Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises.

**CONCLUSION SUMMARY**

Section for Child Care Regulation (SCCR) has determined KinderCare Learning Centers LLC has violated licensing rules. On April 17, 2019, Child Care Facility Specialist (CCFS) Peggy Hastings interviewed Director Jo Davis and Caregiver Brenda Lotz. On April 19, 2019, CCFS Peggy Hastings interviewed Caregiver Amanda Upton and observed Child A, who is 2 years old. Child A's Mother was interviewed by telephone on April 23, 2019.

Director Jo Davis reported that on Monday April 15, 2019, Child A was left on the two year old playground unsupervised for less than 5 minutes. There was another class outside next to Child A's playground at the time. Jo Davis discovered this as she was in the three year olds classroom looking for a water bottle when she heard Amanda Upton ask her to go get Child A from the playground.

Amanda Upton reported that while she and a coworker had the children outside for play on Monday, parents were coming to pick up, leaving eight children in class so her coworker could leave to relieve another classroom teacher. They brought the children inside the building and Amanda had them sit down for a drink of water while her co worker went back outside to relieve another classroom teacher. She counted the children while getting them water and discovered Child A was gone so she told Jo Davis that Child A was not in the group. She estimated that the amount of time that Child A was not supervised was three to four minutes.

Brenda Lotz reported that she and Amanda Upton had ten children when they went outside to play after naptime on Monday April 15, 2019. Parents came to pick up early and the numbers had gotten low enough that two teachers were no longer needed and she headed back outside to relieve another caregiver. She reported that before she went back outside, she and Amanda did a head count to bring the children inside and also did a face to name count. The children were moving around while they were doing the counts to come inside and she did not learn of Child A not coming inside until Jo Davis told her. She estimated that Child A was outside unsupervised one to two minutes based upon how long it took to help Amanda get the children inside then return to go outside to relieve her co worker.

Child A's Mother reported she had received a telephone call from Jo Davis stating that Child A had been left out unattended and felt there is no way this should have happened. She stated Child A never sits still and feels the playground is small. She did not understand how someone wouldn't hear or see her while sitting in the coupe car. She indicated that Jo Davis has spoken with her about changes they are making to assure her that this will not happen again. She stated the one caregiver to eight children ratio really bugs her and she prefers Child A's one year old class where the ratios are one caregiver to four children.

**CORRECTIVE MEASURES**

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KinderCare Learning Centers LLC will conduct a retraining with all staff on Supervision/Transition Training. This training will cover face to name count of

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

4/22/2019

children before leaving the classroom and before entering the building from being outside.

**CORRECTIVE MEASURE**

Kindercare Learning Centers LLC will submit a copy of the classroom rosters for each room to ensure all staff have the children's full names to complete the face to name transition count.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

7/10/2019

**CORRECTIVE MEASURE**

Kindercare Learning Centers LLC supervisors will observe and document transitions of classrooms going outside to the playground and coming inside from the playground. They will document the observations for CCFS Peggy Hasting to review during close supervision inspections.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

8/29/2019

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

7/3/2019

**APPROVING SUPERVISOR**

KENNEDY, AMY C