



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
6/23/2022

DVN
001776618

FACILITY NAME

KINDERCARE EDUCATION LLC

FACILITY ADDRESS

6200 HOWDERSHELL RD

CITY

HAZELWOOD

ZIP CODE

63042

PHONE NUMBER

(314) 895-3443

COUNTY

ST LOUIS

ASSIGNED SPECIALIST

HUDSON, ELIZABETH

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(A)1.

Caregivers shall not leave any child without competent adult supervision.

5 CSR 25-500.182(1)(A)3.

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

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 June 23, 2022, the Office of Childhood (OOC) received an allegation that on June 21, 2022, at approximately 11:15 am, caregivers Kim West and Raniya Henderson noticed that Child A (2-years-old) was missing. Their class had just come in from the playground, had a bathroom break, washed their hands, and were sitting down for lunch when the teachers noticed that Child A was missing. They found Child A standing outside the classroom door to the playground. Kim West and Raniya Henderson did not report this incident to director Shanna Gimpelson. A teacher from the other side of the classroom, Stacy Cook, reported it to Ms. Shanna that evening. After conducting an investigation, Compliance Inspector (CI) Liz Hudson has found this allegation to be substantiated based on the following evidence:

5 CSR 25-500.182(1)(A)1., which states the following: Caregivers shall not leave any child without competent adult supervision.
AND

5 CSR 25-500.182(1)(A)3., which states the following: Caregivers shall provide frequent, direct contact so children are not left unobserved on the premises.
AND

5 CSR 25-500.192(5)(A)., which states the following: 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 June 23, 2022, CI Hudson conducted an unannounced inspection at Kindercare Education LLC at which time the staff member in charge, Program Specialist Angie Regot, was interviewed. Ms. Angie stated that She was made aware of the incident on Tuesday June 21, 2022, at approximately 5:30pm by another teacher, Stacy Cook, who witnessed, it and then Ms. Angie immediately called Parent A. Ms. Stacy reported that one of the teachers realized that Child A was not present in the classroom while the other children were finishing washing up and sitting down for lunch. Ms. Stacy told her that the child was outside for approximately ten to fifteen minutes alone and this occurred at approximately 11:15 a.m. The two teachers present with Child A when this occurred, Kimberly West and Raniya Henderson, both confirmed with Ms. Angie that they had accidentally left Child A outside after coming inside for lunch. They both stated that the child was left outside on the fenced in playground for approximately five minutes.

On June 23, 2022, CI Hudson interviewed teacher Stacy Cook whose statements were consistent with Program Specialist Angie Regot's statements. Ms. Stacy said that Child A was left outside on the playground for approximately fifteen minutes just prior to lunchtime. She stated that she is not one of Child A's direct teachers but does work in the same divided room with the toddlers where she is able to see and hear the other class. Ms. Stacy stated that Ms. Raniya was walking inside at the end of the line when the class came in. By the time Ms. Raniya noticed Child A was missing, the rest of the children in line had already

washed their hands, used the restrooms with their other teacher and sat down for lunch. Ms. Stacy stated that she observed no immediate injury to Child A and that Child A was not crying when he came inside but that Child A's teachers had not reported the incident by the end of the day so she then reported it to Program Specialist, Angie Regot.

On June 23, 2022, CI Hudson conducted an interview with teacher Kimberly (Kim) West who stated that on June 21, 2022, the children went outside to play on the playground at 10:50am. Ms. Kim stated that the children went back in at 11:10am and after they were through playing, she led the children inside in a line after she completed a name-and-face at the back door to make sure all children are present. She stated that the teacher at the back of the line, Raniya Henderson was supposed to have completed a name-and-face when everyone was back in the classroom as they are required to do before and after transitioning. Once inside, she started helping the children use the restroom and wash up for lunch and approximately five minutes later. Ms. Raniya noticed Child A was missing. Ms Kim stated that Child A was left outside on the playground for approximately five minutes just prior to lunchtime and was taken back inside at approximately 11:15am. Ms. Kim stated that neither teacher of Child A reported the incident right after it happened because it was an isolated incident in which they caught quickly (approximately five minutes) and the child appeared fine with no injury or negative reaction.

On June 23, 2022, CI Hudson conducted an interview with teacher Ms. Raniya. She stated that herself and Ms. Kim do name-and-face three times from the time the children go outside to when they come in for lunch and that she was leading the children inside the day of the incident and Ms. Kim was behind the line. She stated that Ms. Kim had the clipboard so she assumed that Ms. Kim was doing the final name-and-face before dispersing at the door to wash hands/eat lunch. Ms. Raniya realized after approximately five minutes that Child A was not present so she immediately went outside to the playground and Child A was waiting at the door. Ms. Raniya stated that Child A was not crying or distressed so she, like Ms. Kim, did not think reporting the incident was necessary.

On June 24, 2022, CI Hudson conducted a phone interview with Parent A who stated that she was informed at approximately 5:45pm, on June 21, 2022, of what had occurred by the Director Shanna Gimpelson. She stated that Child A did not sustain injury or suffer any distress following the incident on June 21, 2022, when Child A was left on the playground and that she understands that this type of incident happens from time to time.

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 accidents and injuries. The facility must provide the Child Care Compliance Section with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.	Yes	6/23/2022
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 supervision. The facility must provide the Child Care Compliance Section 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	6/23/2022
CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall have all staff members (paid employees and paid/unpaid volunteers) obtain one clock hour of approved training on SUPERVISION. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at http://www.moworkshopcalendar.org/ . The local Child Care Aware agency may also assist in finding training. The Child Care Aware website can be found at http://www.childcareaware.org/ . Verification of training completion shall be from the Open Initiative Toolbox report.	Yes	11/22/2022

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

10/27/2022

APPROVING SUPERVISOR

CHRISCO, MARLA L