



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
2/23/2022

DVN
002191677

FACILITY NAME

YOUNG PROFESSORS DAY CARE LLC

FACILITY ADDRESS

424 REMINGTON PLAZA CT

CITY

RAYMORE

ZIP CODE

64083

PHONE NUMBER

(816) 318-1822

COUNTY

CASS

ASSIGNED SPECIALIST

IBBOTSON, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(A)8.

Children shall not be subjected to child abuse/neglect as defined by section 210.110, RSMo.

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)7.

Physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair shall be prohibited.

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.

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.

5 CSR 25-500.102(1)

General Staff Requirements.

5 CSR 25-500.102(1)(A)

Child care personnel shall be of good character and intent and shall be qualified to provide care conducive to the welfare of children.

5 CSR 25-500.102(1)(B)

Child care personnel shall cooperate with the department.

CONCLUSION SUMMARY

Compliance Inspector (CI) Jessica Glover conducted an investigation regarding the allegation that Child A (3-years-old) came home with multiple bruises and scratch marks caused by Caregiver Carmella Webb pulling Child A away during a biting incident. After conducting the investigation, CI Glover finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

5 CSR 25-500.102(1) which states: "General Staff Requirements."

AND

5 CSR 25-500.102(1)(A) which states: "Child care personnel shall be of good character and intent and shall be qualified to provide care conducive to the welfare of children."

AND

5 CSR 25-500.102(1)(B) which states: "Child care personnel shall cooperate with the department."

On February 23, 2022, CI Glover interviewed Director Paula Smith and Caregivers Carmella Webb and Candi Smith. All three stated that Child A was attempting to bite Child B (3-years-old). However, CI Glover reviewed the video footage and did not find any evidence of this behavior from Child A towards Child B. Caregiver Candi Smith stated she observed Child A jump on Child B. However, CI Glover did not find this evidence in the video footage. Ms. Webb stated that Child A was not crying after she grabbed

her arm but Ms. Paula Smith and Ms. Candi Smith stated that Child A was crying. CI Glover reviewed the video footage and observed Child A putting her head down on the table immediately after Ms. Webb grabbed her arm and appeared to be crying.

5 CSR 25-500.182(1)(A)8. which states: "Children shall not be subjected to child abuse/neglect as defined by section 210. 110, RSMo."

AND

5 CSR 25-500.182(1)(C)3. which states: "Physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair shall be prohibited."

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 February 23, 2022, CI Glover reviewed video footage from February 21, 2022, where Ms. Webb was observed grabbing Child A's upper right arm on two separate occasions and pulling Child A towards her with applied force. This incident caused Child A to have four scratch marks and two bruises on her upper right arm. Ms. Webb was also observed in the video communicating in Child A's face during both incidents while she was pulling at her upper right arm and shaking her. Ms. Candi Smith observed Ms. Webb grabbing Child A's upper right arm and stated that the way she grabbed Child A was "concerning."

5 CSR 25-500.192(5)(A) which states: "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 February 23, 2022, CI Glover reviewed the accident/injury report involving Child A. On February 21, 2022, the accident/injury report stated that Child A was trying to bite her friend's finger but Ms. Webb pulled her away, leaving a scratch mark on Child A's arm. The report stated that the incident occurred at 10:05 a.m. but there was no indication of the contact method staff used to inform the parent, nor was a time listed of when the parent was notified. Director Paula Smith, Caregivers Carmella Webb and Candi Smith, along with Parent A (Parent of Child A) and Parent B (Parent of Child A) all stated that Parent B was notified at pick-up, approximately 4:30 p.m.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall conduct a staff meeting to review all licensing rules and regulations. Specifically, 5 CSR 25-500.182(1)(C)7. which states: "Physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair shall be prohibited." 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	6/7/2022
The facility shall conduct a staff meeting to review all licensing rules and regulations. Specifically, 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." 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	6/7/2022
The facility shall conduct a staff meeting to review all licensing rules and regulations. Specifically, 5 CSR 25-500.192(5)(A) which states: "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." 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	6/7/2022
All staff and volunteers of Young Professors Day Care LLC must obtain one clock hour of training approved by the the Child Care Compliance Section, on age appropriate discipline. The training must be held by an approved and qualified source, outside of the Young Professors Day Care LLC 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	Yes	9/8/2022

shall be from the Open Initiative Toolbox report.			
CORRECTIVE MEASURE The facility shall conduct a staff meeting to review all licensing rules and regulations. Specifically, 5 CSR 25-500.182(1)(A)8. which states: "Children shall not be subjected to child abuse/neglect as defined by section 210.110, RSMo." 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.		COMPLETED (Y/N) Yes	COMPLETED DATE 6/7/2022
CORRECTIVE MEASURE The facility shall conduct a staff meeting to review all licensing rules and regulations. Specifically, 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." 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.		COMPLETED (Y/N) Yes	COMPLETED DATE 6/7/2022
CORRECTIVE MEASURE The facility shall develop and implement a plan as to how parents will be notified of any significant behavioral concerns that occur at the facility, and how the behavior is to be documented to be kept in the child's file. The plan shall be reviewed with all staff members (paid employees and paid/unpaid volunteers) and all staff members shall sign a statement that they understand and agree to adhere to the policy. These statements shall be submitted to the Child Care Compliance Section.		COMPLETED (Y/N) Yes	COMPLETED DATE 7/5/2022
DISPOSITION SUBSTANTIATED		DISPOSITION DATE 5/4/2022	
APPROVING SUPERVISOR NURNBERG, TONY A			