



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
10/24/2019

DVN
000699221

FACILITY NAME

COLE EAST HEAD START

FACILITY ADDRESS

605 CHERRY ST

CITY

JEFFERSON CITY

ZIP CODE

65101

PHONE NUMBER

(573) 636-3577

COUNTY

COLE

ASSIGNED SPECIALIST

RAYWARNKE, LAUREN R

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-62.182 (1)(E)(4)

Diapers and wet clothing shall be changed promptly.

19 CSR 30-62.182 (1)(E)(9)

The routine for toilet training shall be discussed with the parent(s) so the same method will be used at the facility and the child's home.

19 CSR 30-62.182 (2)(B)

Daily activities for preschool and school-age children shall include.

19 CSR 30-62.182 (2)(B)(5)

Toileting and handwashing times.

19 CSR 30-62.102 (1)(E)

Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests and problems of children in care.

CONCLUSION SUMMARY

The Section for Child Care Regulations determined the facility violated licensing rules based on interviews with the facility director, Rachel Strange, Caregivers Porsha Battle, Elonda Blanchard, Eternity Edwards, The Mother of Child A, and observations made by CCFS Ray-Warnke. The Mother of Child A stated that the Director, Rachel Strange did orientation, and potty training was discussed. The Mother of Child A received a call at 3:00pm on October 14, 2019. Child A's teacher Miss Elonda Blanchard stated that Child A had pooped in his pants. The Mother of Child A brought in a sleeve of diapers and discussed potty training with Child A's teacher Miss Elonda Blanchard. Caregiver Elonda Blanchard stated that the first day that Child A attended school, she did not know that Child A was in pull-ups. The Director Rachel Strange did not mention that Child A was not potty trained. Miss Elonda Blanchard stated that she only realized that Child A was not potty trained when Child A pooped in his pants at the end of the day. Miss Elonda Blanchard stated that she was supposed to get information in regards to Child A, but did not get any. The assistant caregiver Porsha Battle stated that no one ever told her any information in regards to Child A on October 14, 2019. Porsha Battle stated that she did not know that Child A was working on potty training. Miss Elonda Blanchard stated that the process of communication and meetings is not consistent. On October 16, 2019 The Mother of Child A stated that when Child A arrived at home his pull-up was full of urine to the point where it was soaking through his pants. The Mother of Child A talked to the assistant teacher, Miss Porsha Battle on October 17, 2019 to let Miss Porsha know that Child A had come home with a diaper that was soaked. Miss Porsha battle did not offer to do anything about it at the time. The Mother of Child A stated that she had never been given a classroom schedule at orientation. The Mother of Child A stated that she had never seen a class schedule posted in Child A's classroom. Caregiver Eternity Edwards stated that in classroom one there is no daily schedule of when diapers should be done. Miss Eternity Edwards stated that she does not have to write down anywhere that diapers are checked. Child A's teacher, Miss Elonda Blanchard stated there is a classroom schedule in classroom two, but there are no bathroom breaks, handwashing, or diaper changing scheduled. Caregiver, Miss Porsha Battle stated that there is no class schedule posted in the classroom that tells when children are supposed to go to the bathroom. Miss Posha Battle stated that the only time she makes sure that children go to the bathroom is before nap. CCFS Ray- Warnke observed the daily schedule of classroom two, and the schedule did not have bathroom breaks, diaper changing or handwashing times indicated. On October 21, 2019 The Mother of Child A picked up Child A from school at 4:00pm. Child A's pants were soaking wet down both pants legs. Child A's socks and shoes were soaked. The Mother of Child A also stated that Child A's diaper was falling apart, and the gel of the diaper fell out of the diaper and onto the floor of her home. Miss Porsha Battle stated

that she noticed that Child As clothes were wet, while Child A was outside on the playground. Miss Porsha stated that she went inside and checked to see if Child A had extra clothes. Child A did not have extra clothes. Miss Porsha Battle stated that it was shortly after she noticed that Child A did not have extra clothes, that the Mother of Child A picked up her child. Child A was never changed out of his wet clothes.

The Director Rachel Strange viewed the video footage of the facility from October 18, 2019. The Director Rachel Strange witnessed Child A take a nap from 1:00pm until 3:26pm. The Director Rachel Strange did not witness Child A's diaper being changed after he woke up from nap from the video footage. Child A was viewed by the Director Rachel Strange as waking up from nap and going immediately to the snack table. The Director Rachel Strange did not see any teachers check Child A's diaper. The Director Rachel Strange did not see Child A go to the bathroom. After Child A had snack the Director Rachel Strange witnessed Child A on the video go immediately outside after snack. The Director Rachel Strange confirmed by video footage that Child A had not been changed after 1:00pm. After reviewing the camera footage the Director Rachel Strange immediately alerted Central Office and let them know of the evidence discovered.

CORRECTIVE MEASURES

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The director and staff will review licensing rules 19CSR 30-62.102 (1)(E)19 CSR 30-62.182 (1)(E)(4), 19CSR 30-62.182 (1)(E)(9), and 19 CSR 30-62.182 (2)(B), 19CSR 30-62.182 (2)(B)(5). The director and staff will sign a statement indicating that they have read and understand the licensing rules, and will submit the signed statement to the Section of Child Care Regulations.

COMPLETED (Y/N)

Yes

COMPLETED DATE

1/17/2020

CORRECTIVE MEASURE

The director will submit daily classroom schedules for all classrooms of the Cole East Head Start program to the Section of Child Care Regulations for approval. Once approved, the director will submit pictures to the Section of Child Care Regulations showing that approved schedules have been posted in all Cole East Head Start classrooms. All classroom teachers will sign a statement indicating that they will follow their classroom schedules. The signed statement shall be submitted to the Section for Child Care Regulation.

COMPLETED (Y/N)

Yes

COMPLETED DATE

1/30/2020

CORRECTIVE MEASURE

Staff will document diaper changes and bathroom breaks for children under the age of four. The director will submit one week of the diapering and bathroom documentation to the Section of Child Care Regulation.

COMPLETED (Y/N)

Yes

COMPLETED DATE

1/14/2020

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

12/17/2019

APPROVING SUPERVISOR

TODARO, KAYLA