



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

COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT  
9/20/2022

DVN  
002043167

FACILITY NAME

NORTH COUNTY CHILDREN'S ACADEMY, LLC

FACILITY ADDRESS

516 GREENWAY MANOR DR

CITY

FLORISSANT

ZIP CODE

63031

PHONE NUMBER

(314) 972-8200

COUNTY

ST LOUIS

ASSIGNED SPECIALIST

GRAHAM, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(C)6.

Firm, positive statements or redirection of behavior shall be used with infants and toddlers.

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.

CONCLUSION SUMMARY

Compliance Inspector (CI) Jessica Graham investigated the allegation that a toddler dropped their bottle and when they picked it up Ms. Nia took the bottle away and hit the child with it saying "give that here". The allegation is substantiated based on the following information:

5 CSR 25-500.182(1)(C)6. which states: "Firm, positive statements or redirection of behavior shall be used with infants and toddlers."

AND

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."

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 September 22, 2022, director Karen Anderson stated that one day, Ms. Jordan told her that Ms. Nia threw a toy across the room. Then, Ms. Nia went over to Child A (12-months-old) because he was crying. Ms. Nia picked up Child A's bottle and hit him on the head with it. There were no marks on Child A but he continued to cry. After the incident, Ms. Nia was let go immediately and Parent A was informed about the incident.

On September 22, 2022, caregiver Tara Cook stated that she had just left the classroom when the incident happened. When she returned, Ms. Jordan told her about Child A getting hit with a bottle by Ms. Nia. Ms. Karen pulled Ms. Nia in the office and Ms. Nia admitted to hitting Child A with the bottle. Ms. Nia said that she threw the toy hoping that it would land in the sink.

On September 22, 2022, caregiver Jordan Raymond stated that she was working in the classroom with Ms. Nia when Ms. Nia took a bottle and hit Child A with it. Normally, Ms. Nia would pick up the child if they were crying but Ms. Nia picked up a bottle and knocked the child in the head, when Child A started crying more. Ms. Nia hit Child A on the forehead, but it didn't leave a mark. Also, there were two babies sitting by the sink on the floor and they were fussy. Ms. Nia was trying to get them to stop and took a toy and threw it at them.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

Memo from staff

COMPLETED (Y/N)

Yes

COMPLETED DATE

12/2/2022

|                                                                                                                                                                                                                                                                                                                        |  |                                       |                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------|------------------------------------|
| <b>CORRECTIVE MEASURE</b><br>The facility shall notify all staff members of the violations which were substantiated, and specify the actions to be taken by all staff in order to comply with all violations cited. A copy of the memo, letter, or staff meeting agenda shall be submitted to the Office of Childhood. |  | <b>COMPLETED (Y/N)</b><br>Yes         | <b>COMPLETED DATE</b><br>12/2/2022 |
| <b>CORRECTIVE MEASURE</b><br>Memo received from Director.                                                                                                                                                                                                                                                              |  | <b>COMPLETED (Y/N)</b><br>Yes         | <b>COMPLETED DATE</b><br>12/2/2022 |
| <b>DISPOSITION</b><br>SUBSTANTIATED                                                                                                                                                                                                                                                                                    |  | <b>DISPOSITION DATE</b><br>11/23/2022 |                                    |
| <b>APPROVING SUPERVISOR</b><br>CHRISCO, MARLA L                                                                                                                                                                                                                                                                        |  |                                       |                                    |
|                                                                                                                                                                                                                                                                                                                        |  |                                       |                                    |