



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
10/30/2019

DVN
002558647

FACILITY NAME

DOUGLASS COMMUNITY SERVICES, INCORPORATED

FACILITY ADDRESS

406 BLEES INDUSTRIAL DR

CITY

MACON

ZIP CODE

63552-4451

PHONE NUMBER

(660) 395-1455

COUNTY

MACON

ASSIGNED SPECIALIST

DOUGLAS, SUSAN MARIE

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-62.182 (1)(C)(7)

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

19 CSR 30-62.192 (5)(B)

Information regarding the date and circumstance of any accident or injury shall be noted in the child's record.

CONCLUSION SUMMARY

Section for Child Care Regulation has determined that Douglass Community Services, Inc. was in violation of the above licensing rule on September 18, 2019, based on Linda Newland's statement that she observed Rose Bachman pulling on Child A's ear two times on September 18, 2019, and on Child Care Facility Specialist (CCFS) Susan Douglas' observation of the video from the incident on September 18, 2019, where Ms. Bachman is seen pulling Child A by his ear.

On December 11, 2019, CCFS Susan Douglas received an email statement from Ms. Keune stating that she believed there was no incident report completed because Child A did not have an injury.

CORRECTIVE MEASURES

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Douglass Community Services, Inc. staff members and director will complete a Section for Child Care Regulation (SCCR) approved training on appropriate discipline. Approved training will be submitted to SCCR by January 31, 2019.

COMPLETED (Y/N)

Yes

COMPLETED DATE

1/15/2020

CORRECTIVE MEASURE

Douglass Community Services, Inc. will conduct a staff meeting to review the steps taken when a co-worker observes inappropriate discipline of a child by another co-worker and documentation of the incidents. Douglas Community Services, Inc. shall submit an agenda and staff signatures on a sign in sheet to the Section for Child Care Regulation.

COMPLETED (Y/N)

Yes

COMPLETED DATE

1/16/2020

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

12/12/2019

APPROVING SUPERVISOR

BRUCE, CHRISTINA