



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

COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT  
7/10/2023

DVN  
002840055

FACILITY NAME

LITTLE HILLS LEARNING CENTER INC

FACILITY ADDRESS

3601 MUELLER RD

CITY

ST CHARLES

ZIP CODE

63301-8212

PHONE NUMBER

(636) 757-3737

COUNTY

ST CHARLES

ASSIGNED SPECIALIST

HUDSON, ELIZABETH

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.202(2)(A)

The provider shall serve nourishing foods appropriate for the infant's nutritional requirements and developmental stages as specified by his/her parent(s) in a written diet plan.

5 CSR 25-500.202(2)(C)

If preferred, formulas and special baby foods may be provided by the parent(s) with individual identification on each container.

CONCLUSION SUMMARY

On July 10, 2023, the Office of Childhood (OOC) received an allegation that Caregiver Amy Koval informed facility director Sheila George that she accidentally fed 5-month-old Child A's breast milk to 1-month-old Child B. This happened on July 10, 2023 at around noon. After conducting an investigation, Compliance Inspector (CI) Liz Hudson has found this allegation to be substantiated based on the following evidence:

5 CSR 25-500.202(2)(A)., which states: "The provider shall serve nourishing foods appropriate for the infant's nutritional requirements and developmental stages as specified by his/her parent(s) in a written diet plan."

AND

5 CSR 25-500.202(2)(C)., which states "If preferred, formulas and special baby foods may be provided by the parent(s) with individual identification on each container."

On July 11, 2023, CI Hudson conducted an unannounced inspection at Little Hills Learning Center Inc. CI Hudson individually interviewed Director Sheila George as well as Teachers Winter Proctor, and Valerie Epps. Staff's statements were consistent and confirmed that Teacher Amy Koval mistakenly used Child A's breastmilk when making a bottle to feed Child B. She handed the bottle to Valerie Epps who fed it to Child B. All staff stated they could see how this may have happened since Child A and Child B have the same initials and their cubbies are next to each other. The center is now using color coding as an added measure for milk/food identification.

On July 11, 2023, CI Hudson made contact with the reporter who had no additional concerns to add.

On August 14, 2023, CI conducted an interview via phone with Teacher Amy Koval who admitted to preparing a bottle for Child B with Child A's breastmilk. Ms. Koval stated that she takes full responsibility for the mistake. Ms Koval immediately brought the mistake to Director Ms. George attention, who in turn notified the families.

On August 14, 2023, CI conducted interviews via phone with both Parent A and Parent B who were both very understanding and stated that they were both immediately contacted by Director Ms. George when the mistake was identified. Neither Parent A or Parent B had any additional concerns or reservations regarding the staff and care provided for their children at Little Hills Learning Center Inc.

PROVIDER COMMENTS

At Little Hills Learning Center, the safety and well-being of all children in our care is our top priority. This incident was an unfortunate human error. In response, the parents of both children were notified immediately via a phone call from the center's Director. The Director also self-reported this incident to the Office of Childhood.

A revised, detailed policy regarding the handling of breastmilk was quickly put in place. This procedure will minimize the risk of

human error going forward. The policy outlines the process for receiving breastmilk each day, and how to appropriately label and store breastmilk. This policy includes a color-coded system of labeling all items related to each child who is consuming breastmilk.

All staff members who work in our infant rooms have been fully trained on the updated procedure . Staff members are being monitored and weekly audits are being done by our Director and Infant/Toddler Coordinator to ensure improved procedures are sustained.

## CORRECTIVE MEASURES

### CORRECTIVE MEASURE

The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding Infant/toddler feeding procedures and written diet plans. The facility must provide the Office of Childhood 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.

### COMPLETED (Y/N)

Yes

### COMPLETED DATE

9/11/2023

### DISPOSITION

SUBSTANTIATED

### DISPOSITION DATE

9/8/2023

### APPROVING SUPERVISOR

CHRISCO, MARLA L