



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT

8/18/2022

DVN

000173299

FACILITY NAME

KINDERCARE LEARNING CENTER #300170

FACILITY ADDRESS

1404 S 7 HWY

CITY

BLUE SPRINGS

ZIP CODE

64014

PHONE NUMBER

(816) 229-7566

COUNTY

JACKSON

ASSIGNED SPECIALIST

IBBOTSON, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(C)2.

Expectations for a child's behavior shall be appropriate for the developmental level of that child.

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)6.

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

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 25-500.182(1)(C)9.

Punishment or threat of punishment shall not be associated with food, rest, or toilet training.

5 CSR 25-500.182(1)(E)3.

The child shall not be left unattended at any time while on the diapering table.

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 25-500.192(5)(B)

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

5 CSR 25-500.102(1)(M)

The provider shall request the results of a criminal background check for child care staff members as required by 5 CSR 25-600.020 General Requirements.

5 CSR 25-500.102(1)(N)

Child care staff members shall have qualifying background screening results on file as required by 5 CSR 25-600.020 General Requirements.

CONCLUSION SUMMARY

Compliance Inspector (CI) Jessica Glover conducted an investigation regarding the allegation that Child A (2-years-old) had bruises on his right arm and fingernail marks on his left arm by an unknown staff member on August 17, 2022, with a concern for physical abuse. 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 25-500.182(1)(C)2. which states: "Expectations for a child's behavior shall be appropriate for the developmental level of that child."

AND

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."

AND

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)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."

AND

5 CSR 25-500.182(1)(C)9. which states: "Punishment or threat of punishment shall not be associated with food, rest, or toilet training."

AND

5 CSR 25-500.182(1)(E)3. which states: "The child shall not be left unattended at any time while on the diapering table."

On August 19, 2022, CI Glover interviewed Caregivers Taylor Baldwin and Natalie Brockman whom both stated that they observed Caregiver Carliea Johnson act physically aggressive towards children in the 2-year-old classroom. Ms. Baldwin stated that she observed Ms. Johnson cover Child B (2-years-old) with a blanket over her head while Ms. Johnson sat on the blanket for approximately five minutes so Child B could not get up during naptime. Ms. Baldwin also stated that she observed Ms. Johnson push Child A's head down on his cot multiple times during naptime to force him to lay down while he was left screaming and crying. Ms. Brockman stated that she was with Ms. Baldwin and observed the same behaviors from Ms. Johnson. Ms. Brockman also stated that Ms. Johnson would bring a child's cot out, even if it was not during naptime, to use as punishment for the child to sit on if they were misbehaving. Ms. Brockman and Ms. Baldwin both stated that Ms. Johnson talked aggressively towards the children in a frightening and intimidating manner, especially towards Child A. Ms. Brockman stated that she observed Ms. Johnson grab Child A's right wrist and pull him to sit down in a chair while he was playing with the other children on Wednesday, August 17, 2022. Ms. Baldwin and Ms. Brockman both stated they observed Ms. Johnson leave children unattended multiple times throughout the day while they were on the changing table. Both Ms. Baldwin and Ms. Brockman stated they were concerned with the way Ms. Johnson treated the children.

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."

AND

5 CSR 25-500.192(5)(B) which states: "Information regarding the date and circumstance of any accident or injury shall be noted in the child's record."

On August 19, 2022, CI Glover interviewed Director Casandra Meade, Assistant Director Shavonne Hull and Caregivers Deborah Hendricks, Carliea Johnson and Sheria Parrish whom all stated they observed bruises and scratch marks on Child A's arms after Parent A (Parent of Child A) spoke to them about it but none of them completed any documentation of it to include in the child's file. CI Glover did not observe any information regarding the date and circumstance of the injuries in the child's file.

5 CSR 25-500.102(1)(M) which states: "The provider shall request the results of a criminal background check for child care staff members as required by 5 CSR 25-600.020 General Requirements."

AND

5 CSR 25-500.102(1)(N) which states: "Child care staff members shall have qualifying background screening results on file as required by 5 CSR 25-600.020 General Requirements."

On August 19, 2022, CI Glover reviewed Ms. Johnson's staff file and did not observe a qualifying background screening. CI Glover interviewed Ms. Meade who stated that she just started as the director approximately two weeks prior and was unaware of any staff files being incomplete.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
For licensed facilities: All staff members (paid employees or unpaid volunteers) must take the 1.0 clock hour online training course titled, "Making a Difference: Protecting Health and Keeping Children Safe" available at https://health.mo.gov/safety/childcare/online/training.php Verification of attendance shall be through the Toolbox report.	Yes	8/15/2023
CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
For ALL Facilities: 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 licensing violations cited. A copy of the memo, letter, or staff meeting agenda(s) shall be submitted to the Office of Childhood.	Yes	8/16/2023

DISPOSITION SUBSTANTIATED		DISPOSITION DATE 11/21/2022
APPROVING SUPERVISOR NURNBERG, TONY A		