



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

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT

3/10/2023

DVN

002969239

FACILITY NAME

ELITE START LLC

FACILITY ADDRESS

1905 E LANGSFORD RD

CITY

LEES SUMMIT

ZIP CODE

64063-3608

PHONE NUMBER

(816) 246-5052

COUNTY

JACKSON

ASSIGNED SPECIALIST

IBBOTSON, JESSICA

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

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 Ibbotson (Glover) conducted an investigation regarding the allegation that older children were present in the infant classroom when Parent B yelled at a child, telling the child to "fucking stop" or she would "whoop his ass" as she yanked on his arm. After conducting the investigation, CI Ibbotson 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)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 March 15, 2023, CI Ibbotson interviewed Caregiver Darci Couch who stated that even though she had never heard Parent B yell, "fucking stop" towards any of the children, she had heard her yell at Parent B's own child and threaten to "whoop his ass" in front of the other children that were present in the classroom. Ms. Couch stated that even though she heard Parent B use foul language towards her own child, she had never observed her act physically aggressive towards any of the children by yanking or grabbing their arms. Assistant Director Kathy Rothfuss stated that Parent B was no longer employed and unfortunately, no other staff were present that worked alongside her. Even though Ms. Rothfuss stated she was unaware of Parent B using foul language or acting aggressively towards the children, Ms. Couch stated that she had observed it herself and had spoken to Director Sarah Starks about her concerns.

On May 9, 2023, CI Ibbotson called Parent A (Parent of Child A, 5-months-old) who stated that she had observed Parent B yell towards a particular preschool aged child in the infant classroom, telling him to "fucking stop" and threatening to "whoop his ass."

CI Ibbotson attempted to contact Ms. Starks regarding Parent B's behaviors, but unfortunately was unsuccessful. Due to medical reasons, Ms. Starks had been absent from the facility and Area Manager Shannon Ponzar was temporarily stepping in to assist. However, Ms. Ponzar was not familiar with Parent B and could not comment on any behaviors that were alleged against her. CI Ibbotson attempted talking to other staff members who were present during the time of the inspection, but nobody other than Ms. Couch had ever worked with Parent B and could not confirm nor deny the allegations.

CORRECTIVE MEASURES

CORRECTIVE MEASURE

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.

COMPLETED (Y/N)

Yes

COMPLETED DATE

7/20/2023

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

7/19/2023

APPROVING SUPERVISOR

FOX, ROMENA