



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

**COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

**DATE OF REPORT**

3/28/2022

**DVN**

001155717

**FACILITY NAME**

LITTLE LAMBS LEARNING CENTER

**FACILITY ADDRESS**

600 SE 12TH ST

**CITY**

OAK GROVE

**ZIP CODE**

64075

**PHONE NUMBER**

(816) 625-0108

**COUNTY**

JACKSON

**ASSIGNED SPECIALIST**

IBBOTSON, JESSICA

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

5 CSR 25-300.050 (11)

In case of an accident or injury to a child, the provider shall notify a parent immediately. If a child requires emergency medical care, a parent's prior written instructions shall be followed. A form shall be completed indicating the circumstances and the date and time of the injury. The form shall be signed by the caregiver and his/her supervisor. A copy of the form shall be given to the parent the day of the accident or injury and necessary explanations shall be given. The form shall be filed in the child's record.

RSMo 210.254.3.

A copy of notice of parental responsibility, signed by the principal operating officer of the exempt child-care facility and the individual primarily responsible for the religious organization conducting the child-care facility and copies of the annual fire and safety inspections shall be filed annually during the month of August with the department of health and senior services .

**CONCLUSION SUMMARY**

Compliance Inspector (CI) Jessica Glover conducted an investigation regarding the allegation that Child A (5-years-old) had a bruise on his arm caused by Caregiver Amber Billings and it was not immediately reported . 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:

RSMo 210.254.3. which states: "A copy of notice of parental responsibility, signed by the principal operating officer of the exempt child-care facility and the individual primarily responsible for the religious organization conducting the child-care facility and copies of the annual fire and safety inspections shall be filed annually during the month of August with the department of health and senior services."

On March 31, 2022, CI Glover interviewed Child A who stated that Ms. Billings grabbed his arm "too hard" and gave him a bruise. Parent A (Parent A, Parent of Child A) stated that she heard Ms. Billings yelling at Child A while her face was in Child A's face and her hand was grasping his right forearm. Parent A stated she immediately went to Child A to ensure his safety and observed red marks on his right arm where Ms. Billings had grabbed him. Parent A stated she observed bruising on Child A's right forearm later that evening while she and Child A were home.

CI Glover interviewed Director Kristen Liles, Assistant Director Beverly Fangmann and Caregivers Sabrina Young and Ms. Billings whom all stated that grabbing children in any way was not allowed as a disciplinary method at the facility. Ms. Young stated that even though she was on break when the children were playing outside on the playground, she had concerns with Ms. Billings due to observing her grabbing another child by his arm in October 2021. Ms. Billings stated that she could not deny grabbing Child A by his arm but did not remember doing so.

CI Glover reviewed staff statements. More specifically, CI Glover reviewed a statement signed by Ms. Billings that read, "I kept redirecting the children by calling their name and reaching out and grabbing their arms to steer them back to the correct play area." CI Glover also reviewed the facility's Notice of Parental Responsibility (NPR). More specifically, the discipline policy, which stated, "All the children at Little Lambs Learning Center have the right to a safe, nurturing environment. To help provide that, the staff will guide the children in making the right choices and teach them how to follow directions . With this program, we encourage and teach:

Respect for others, the property of others, including the staff, other children, teaching tools and the equipment belonging to Little

Lambs.

Self-control of their body, language and expressions, how their actions result in consequences associated with the choices they show.

Self-respect/self-esteem believing in yourself, love and praise shown from parents & peers, a positive attitude, you can do what you set out to learn.

How discipline is handled

Time out and one on one interaction with a teacher to explain to the child the behavior or actions they have chosen are inappropriate. Your child may be moved to another area in the same room or sit alone to think, relax and calm down before returning to the activity. We will use 'The Calm Down Steps' provided by an educator.

Our staff offers your child a shepherding, caring, protective atmosphere where they can enjoy Bible lessons, prayer, crafts, puppets, playtime, music and other activities designed to strengthen, encourage and support parents in their care and education of their family."

5 CSR 25-300.050 (11) which states: "In case of an accident or injury to a child, the provider shall notify a parent immediately. If a child requires emergency medical care, a parent's prior written instructions shall be followed. A form shall be completed indicating the circumstances and the date and time of the injury. The form shall be signed by the caregiver and his/her supervisor. A copy of the form shall be given to the parent the day of the accident or injury and necessary explanations shall be given. The form shall be filed in the child's record."

On March 31, 2022, CI Glover interviewed Ms. Fangmann who stated that an accident/injury report was not created until March 25, 2022, from an incident that occurred on March 21, 2022. Ms. Fangmann also stated that Ms. Johnson did not report the incident to her immediately. Ms. Fangmann stated she learned of the incident from Parent A the evening of March 21, 2022. Ms. Fangmann also stated that a copy was not given to Parent A. Parent A stated that she did not sign the accident/injury report because it was not given to her.

## CORRECTIVE MEASURES

### CORRECTIVE MEASURE

The facility shall provide a statement to the Child Care Compliance Section that they will follow their Notice of Parental Responsibility (NPR) or shall submit a new NPR with an updated discipline policy.

### COMPLETED (Y/N)

Yes

### COMPLETED DATE

1/19/2023

### DISPOSITION

SUBSTANTIATED

### DISPOSITION DATE

11/10/2022

### APPROVING SUPERVISOR

NURNBERG, TONY A