



**MISSOURI DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION
OFFICE OF CHILDHOOD - CHILD CARE COMPLIANCE
COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

DATE OF REPORT
9/30/2021

DVN
002613381

FACILITY NAME

INSPIRE EARLY EDUCATION CENTER LLC

FACILITY ADDRESS

1019 ADMIRAL BLVD

CITY

KANSAS CITY

ZIP CODE

64106-1520

PHONE NUMBER

(816) 612-7729

COUNTY

JACKSON

ASSIGNED SPECIALIST

NURNBERG, TONY A

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.132(13)

Parents shall have access to the facility at any time during child care hours.

5 CSR 25-500.092(1)(B)2.A.

An individually assigned crib, portable crib, or playpen shall be provided and used for each infant and toddler. Stack cribs shall not be used.

5 CSR 25-500.092(1)(B)2.I.

Sitting devices such as car safety seats, strollers, swings, infant carriers, infant slings, and other sitting devices shall not be used for sleep/nap time. Infants who fall asleep anywhere other than a crib, portable crib, or playpen shall be placed in the crib or playpen for the remainder of their sleep or nap time.

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)(E)

Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests, and problems of children in care.

5 CSR 25-500.102(1)(F)

Caregivers shall be capable of handling emergencies promptly and intelligently.

5 CSR 25-500.082(1)(G)

Protective outlet covers or twist-lock outlets shall be used in areas accessible to the children.

5 CSR 25-500.082(2)(B)2.B.(III)

If a unit for infants and toddlers is auxiliary to a facility for older children, centers initially licensed for infant/toddler care after the effective date of these rules or facilities adding new infant/toddler space, shall have play, sleeping and bathroom space in the infant and toddler unit. This space shall be separated from the space used for older children by floor-to-ceiling walls;

5 CSR 25-500.112(1)(A)

Birth Through Two (2) Years. Groups composed of mixed ages through two (2) years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group;

5 CSR 25-500.112(1)(E)

Mixed Age Groups Two Years (2) and Up. Groups composed of mixed ages of children two (2) years of age and older shall have no less than one (1) adult to ten (10) children with a maximum of four (4) two (2) -year olds. When there are more than four (4) two (2) -year olds in a mixed group, the staff/child ratio shall be no less than one (1) adult to eight (8) children.

CONCLUSION SUMMARY

Compliance Inspection Supervisor (CIS) Tony Nurnberg and Compliance Inspector (CI) Gregg Gillen conducted an unannounced investigation regarding allegations that Child A was picked up from daycare at 5:30 p.m. with an injury to Child A's eye. Staff asked the parents if they knew what was wrong with Child A's eye and told the parents that Child A's eye had been bleeding since two or three o'clock that afternoon. Staff also did not immediately notify the parents of the injury. Child A was taken to

hospital as Child A has an inner eye injury and two holes in their eye .

The allegations are substantiated based on the following evidence.

5 CSR 25-500.102(1)(E) states: Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests, and problems of children in care.

AND

5 CSR 25-500.102(1)(F) states: Caregivers shall be capable of handling emergencies promptly and intelligently.

CIS Nurnberg and CI Gillen conducted an unannounced visit on September 30, 2021. During the visit Ms. Karima Koul, child care provider, stated that she observed Child A crying blood and observed blood in Child A's crib after another child care provider informed her that there was blood in Child A's crib. Ms. Koul wiped the blood off Child A's face and out of her eye and made no other attempts to address Child A's bleeding injury.

5 CSR 25-500.192(5)(A) 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 parents(s) written instruction.

CIS Nurnberg and CI Gillen conducted an unannounced visit on September 30, 2021. During the investigation Karima Koul, Child A's child care provider, reported that she noticed dried blood on Child A's face after Child A's nap when she got Child A up at 4:15 p.m. on September 29, 2021. Ms. Koul wiped the blood off Child A's face and then allowed Child A to play; however, Child A cried and Ms. Koul noticed again blood in Child A's eye. Ms. Koul stated that she called Parent B and notified her of the injury. Parent A and Parent B both report that the notification about the injury did not occur. Parent A arrived at the daycare at 5:45 p.m. to pick Child A up; however, Parent A was not given access to his child even after he requested access to his child inside the facility. Parent A waited over 15 minutes, outside the facility, before Child A was brought to him by Ms. Koul. It was at that time Parent A was informed that Child Ass eye was bleeding and that it had been bleeding since two or three o'clock that afternoon. Siham Abdulhafiz, facility director, also confirmed that she was also not made aware not aware of any incident or injury to Child A on September 29, 2021, by her staff. Ms. Abdulhafiz reported that staff did not notify her of the injury until the following day on September 30, 2021.

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

CIS Nurnberg and CI Gillen conducted an unannounced visit on September 30, 2021. During the visit facility director, Ms. Siham Abdulhafiz was asked for documentation, including an Accident/Injury Report regarding Child A's injury that occurred on September 29, 2021. Ms. Abdulhafiz admitted that the facility had no documentation on file and that staff had not filled out a Accident/Injury Report related to the Child A's injury. Ms. Karima Koul, child care provider for Child A, also admitted that she did not fill out any type of documentation related to the injury to Child A's eye.

5 CSR 25-500.132(13) states: Parents shall have access to the facility at any time during child care hours.

CIS Nurnberg and CI Gillen conducted an unannounced visit on September 30, 2021, to Child A's home. During the visit Parent A stated that he arrived on September 29, 2021, to pick-up Child A from care at 5: 45 pm. When he arrived he had to wait outside while staff went to go get Child A. He had to wait outside because the facility will not allow parents to enter into the building due to COVID protocols. Parent A waited outside for over fifteen minutes after requesting from staff to pick-up Child A. Parent A finally asked for entry into the facility to get Child A; however, he was informed by staff that he was not allowed to enter due to COVID protocols. Parent A did not understand why it was taking so long for staff to retrieve Child A.

5 CSR 25-500.112(1)(A) states: Birth Through Two (2) Years. Groups composed of mixed ages through two (2) years shall have no less than one (1) adult to four (4) children, with no more than eight (8) children in a group.

Compliance Inspection Supervisor (CIS) Tony Nurnberg and Compliance Inspector (CI) Gregg Gillen conducted an unannounced visit on September 30, 2021. During an interview with Ms. Karmia Koul, child care provider, stated that on September 29, 2021 she had eight (8) infants in her classroom. She left to go to lunch at 11:20. Ms. Koul reported that Ms. Achuolh brought one (1) toddler from her classroom into her classroom giving her infant/toddler classroom a total of nine (9) infant and toddlers during lunch. She admitted that staff sometimes combine classrooms during the day and at naptime. Ms. Akuach Achuolh, toddler child care provider, reported that she worked in the infant room during Ms. Koul's lunch break and that they also combined classes during the children's afternoon nap.

During the unannounced visit on September 30, 2021, CIS Nurnberg and CI Gillen observed the Infant/ Toddler Classroom and found it to be out of ratio. Ms. Karmia Koul and Ms. Sirad Hassan were the child care providers in the room; however, there were nine (9) infant's in the room all one (1) year of age and younger.

Ms. Karmia Koul provided a statement during the investigation and stated on the afternoon of September 29, 2021 that she was not alone in the classroom as Ms. Akauch Achuolh, toddler child care provider and Ms. Teresa Aguer assisted her until two o'clock in the afternoon when Ms. Zeinab Hassan arrived to help her in the classroom. Ms. Hassan denied this and reported that she did not arrive to work until 4:30 that afternoon and that Ms. Koul had been working alone with the infants before her arrival. An observation of Ms. Hassan's time sheet for September 29, 2021, shows that she did not come into work until 4:32 p.m. Staff's timelines changed regarding who was working in the infant classroom and when. On October 4, 2021, Ms. Koul admitted that it was possible that she was alone in the infant classroom with Child A.

5 CSR 25-500.112(1)(E) which states: Mixed Age Groups Two Years (2) and Up. Groups composed of mixed ages of children two (2) years of age and older shall have no less than one (1) adult to ten (10) children with a maximum of four (4) two (2) -year olds. When there are more than four (4) two (2) -year old's in a mixed group, the staff/child ratio shall be no less than one (1) adult to eight (8) children.

During a walkthrough on September 30, 2021, CIS Nurnberg and CI Gillen conducted an unannounced visit and observed the two year old classroom to be in a preschool classroom and to be out of ratio. Ms. Akuach Achuoth, child care provider, was supervising nine (9) children. There were seven (7) two-years old's, one (1) three-year-old's, and one (1) one-year-old.

5 CSR 25-500.082(2)(B)2.B.(III): states: If a unit for infants and toddlers is auxiliary to a facility for older children, centers initially licensed for infant/toddler care after the effective date of these rules or facilities adding new infant/toddler space, shall have play, sleeping and bathroom space in the infant and toddler unit. This space shall be separated from the space used for older children by floor-to-ceiling walls.

During an unannounced visit on September 30, 2021, CIS Nurnberg and CI Gillen conducted an unannounced visit and observed a one-year-old child in a classroom with two and three-year old children. The classroom was being supervised by Ms. Teresa Aguer.

5 CSR 25-500.192(1)(B) 2 states: Sitting devices such as car safety seats, strollers, swings, infant carriers, infant slings, and other sitting devices shall not be used for sleep/nap time. Infants who fall asleep anywhere other than a crib, portable crib, or playpen shall be placed in the crib or playpen for the remainder of their sleep or nap time.

During an unannounced inspection on September 30, 2021, CIS Tony Nurnberg and CI Gregg Gillen observed the infant classroom to have only six (6) cribs and two (2) infant bouncing seats. The infant room did not have enough infant beds for eight (8) infants, which is the licensed group size for that classroom. Ms. Karmia Koul, infant child care provider, stated they will put children in bouncing seats to sleep since they do not have enough cribs for all the infants in the room.

5 CSR 25-500.092 (1)(B)2.A. states: An individually assigned crib, portable crib, or playpen shall be provided and used for each infant and toddler. Stack cribs shall not be used.

During an unannounced visit on September 30, 2021, CIS Nurnberg and CI Gillen conducted an unannounced visit and observed the infant classroom to have only six (6) cribs. The unit is licensed for eight (8) infants/toddlers.

5 CSR 25-500.082(1)(G) states: Protective outlet covers or twist-lock outlets shall be used in areas accessible to the children.

During an unannounced inspection on September 30, 2021, CI Gillen observed the dining room to be missing one (1) outlet cover over one of the electrical outlets. In the school age room it was observed that eight (8) outlet covers were missing over the electrical plug-ins.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
The facility shall update their disaster and emergency preparedness plan to include instructions for staff members to follow in the event of a medical emergency, including that staff are required to contact the facility director and parent immediately after the injury occurs. A copy of the updated emergency preparedness plan shall be submitted to the Office of Childhood for approval. After approval, the facility shall review the updated emergency preparedness plan with all staff members (paid employees and paid or unpaid volunteers). All staff members shall sign a statement confirming they have reviewed the plan and agree to follow it. The signed statements shall be submitted to the Office of Childhood.	Yes	6/18/2022
The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding accident and injuries. The facility will	Yes	6/18/2022

pay special attention to rule 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 a child required emergency medical care, the provider shall follow the parents(s) written instructions. 5 CSR 25-500.192(5)(B) which states: Information regarding the date and circumstances of any accident or injury shall be noted in the child's record. The facility must provide the Office of Childhood with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.

<p>CORRECTIVE MEASURE Signs shall be posted at all entrances of all rooms displaying the required staff/child ratios.</p>	<p>COMPLETED (Y/N) Yes</p>	<p>COMPLETED DATE 6/18/2022</p>
<p>CORRECTIVE MEASURE The facility shall communicate with all parents and notify them of licensing rule 5 CSR 25-500.132(13) which states: Parents shall have access to the facility at any time during child care hours." A copy of this communication will be provided to the Office of Childhood. The facility shall also conduct a staff meeting to review this rule. The facility must provide the Office of Childhood with a statement, signed by all staff (paid employees or unpaid volunteers) to indicate they understand and agree to follow those rules and regulations.</p>	<p>COMPLETED (Y/N) Yes</p>	<p>COMPLETED DATE 6/18/2022</p>
<p>CORRECTIVE MEASURE The provider shall create a plan that ensures children under the age of 24 months are not cared for outside of the infant/toddler unit. The plan shall be reviewed with all staff members (paid employees and paid or unpaid volunteers) and all staff members shall sign a statement that they will adhere to the plan. A copy of the plan and the signed statements shall be provided to the Office of Childhood.</p>	<p>COMPLETED (Y/N) Yes</p>	<p>COMPLETED DATE 6/18/2022</p>

<p>DISPOSITION SUBSTANTIATED</p>	<p>DISPOSITION DATE 5/26/2022</p>
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APPROVING SUPERVISOR
NURNBERG, TONYA