



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

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

**DATE OF REPORT**

8/30/2019

**DVN**

002785179

**FACILITY NAME**

JENNER'S KIDS DAYCARE, L.L.C.

**FACILITY ADDRESS**

1530 COUNTRY CLUB PLAZA DR

**CITY**

ST CHARLES

**ZIP CODE**

63303

**PHONE NUMBER**

(636) 928-3828

**COUNTY**

ST CHARLES

**ASSIGNED SPECIALIST**

WILMESHER, LAURA

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-62.192 (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) written instructions.

19 CSR 30-62.192 (5)(B)

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

**CONCLUSION SUMMARY**

Child Care Facility Specialist (CCFS) Laura Wilmesher conducted an investigation regarding the allegation Child A had red marks around his neck on August 29, 2019. After conducting the investigation, CCFS Wilmesher finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

On September 5, 2019, CCFS conducted interviews with caregivers Andria Crosby and Courtney Siegler who both stated they had observed red marks/scratch marks from Child A scratching at his neck on August 29, 2019. Courtney Siegler stated that at approximately 4:30 PM, Child A had approached her, scratching his neck and stating that his neck was itching. At that time, Courtney stated she noticed scratch marks on Child A's neck from scratching/rubbing the area. Courtney also provided a written statement in which she confirmed she noticed scratch marks. Andria Crosby also stated that she had noticed that Child A's neck appeared red, as if he had been rubbing it. Andria also provided a written statement which stated that she observed Child A scratching his neck.

On September 5, 2019, CCFS observed video footage of Child A and other children in the preschool and junior kindergarten classrooms playing in the outdoor play space. The video footage indicated it was from August 29, 2019, from 16:07 to 17:30. CCFS did not observe Child A to wrap anything around his neck or any injury to his neck at the time of the video. However, managing member Mark Craddock stated that Child A did fall and scrape his knee on the sidewalk in the outdoor play space, and that this occurred out of camera range. CCFS did observe a caregiver carry Child A inside the building. CCFS did not observe red marks on Child A's neck in the video footage.

On September 5, 2019, CCFS asked facility staff for any documentation in the child's file regarding the red marks on Child A's neck, and there were statements provided from two caregivers regarding the observations staff had made regarding the red marks on his neck. However, CCFS also asked for documentation of the scrapes on Child A's knee, and no documentation of the injury was available. Furthermore, during an interview on September 6, 2019, Parent B stated that neither he nor Parent A had been notified of either the red marks on Child A, nor the scrape on Child A's knee. During an interview with Andria Crosby, she stated that she had forgotten to notify the parents of Child A regarding his knee injury.

**CORRECTIVE MEASURES**

**CORRECTIVE MEASURE**

The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding accidents and injuries. The facility must provide the Section for Child Care Regulation/CCFS Wilmesher with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.

**COMPLETED (Y/N)**

Yes

**COMPLETED DATE**

12/23/2019

**DISPOSITION**

SUBSTANTIATED

**DISPOSITION DATE**

10/27/2019

**APPROVING SUPERVISOR**

SMITH, NANCY