Missouri Department of Health and Senior Services
P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010
RELAY MISSOURI for Hearing and Speech Impaired 1-800-735-2966 VOICE 1-800-735-2466

Margaret T. Donnelly
Director

Jeremiah W. (Jay) Nixon
Governor

October 3, 2012

ATTN: PATRICIA LITTLE- DIRECTOR
ENDURE INC.
12297 A NATURAL BRIDGE ROAD
BRIDGETON, MO 63044

SUBJECT: License # 001812104

Dear Ms. Patricia Little:

As you are aware, the Section for Child Care Regulation (SCCR) received a complaint alleging rule violation(s) at you facility on August 7, 2012. The allegation(s), the details of the investigation, the substantiated licensing rule violations(s), and correction(s) for compliance with licensing rules are included on the enclosed Substantiated Complaint BCC-50 form.

Substantiated allegations are placed in the facility's public licensing record retained in the SCCR district office. You may reply to this report in writing. If you choose to reply, your response will be filed with the report in the facility's licensing record. Please contact me at 314-877-2821 with any questions you may have.

Sincerely,

Shalinda Wallace/MES

Shalinda Wallace
Child Care Facility Specialist II

CC Dexter Belue

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.

MISSOURI DEPARTME... OF HEALTH & SENIOR SERVICES
SECTION FOR CHILD CARE REGULATION

SUBSTANTIATED COMPLAINT OF STATUTE OR RULE VIOLATIONS

DATE REPORT: 08/07/2012

FACILITY TYPE
- ☐ HOME
- ☒ GROUP HOME/CENTER
- ☐ INSPECTED
- ☐ UNLICENSED MORE THAN FOUR

FACILITY NAME	FACILITY NUMBER
Child Quest Daycare and Learning Center	001812104

STREET ADDRESS: 12297 A Natural Bridge

CITY	ZIP CODE	PHONE	FACILITY COUNTY
Bridgeton	63044	314-344-8866	St. Louis

REPORTER:
- ☐ NAMED
- ☒ WITHHELD BY REQUEST
- ☐ ANONYMOUS

REPORT MADE:
- ☐ IN PERSON
- ☒ PHONE
- ☐ WRITTEN

REPORTER NAME	REPORTER PHONE

REPORTER ADDRESS (STREET, CITY, STATE, ZIP CODE)

RECEIVED BY	ASSIGNED TO	SUPERVISOR
Shelley Truesdale	Shalinda Wallace	Nancy Scherer

ALLEGATION(S) OF STATUTE/RULE(S) VIOLATION(S) Attach pages as needed.

See Attached

SUMMARY OF INVESTIGATION Attach pages as needed.

See Attached

DISPOSITION: SUBSTANTIATED List statute number or rule number(s) of substantiated violation(s).

See Attached

REQUIRED CORRECTIONS AND DEADLINES Attach pages as needed.

See Attached

DISPOSITION DATE	CHILD CARE SPECIALIST SIGNATURE	DATE	SUPERVISOR SIGNATURE	DATE
10/3/12	Shalinda Wallace	10/3/12	Nancy Scherer	10/3/12

Child Quest Daycare and Learning Center
12297 A Natural Bridge
St. Louis, MO 63044
DVN#001812104
314-344-8866

ALLEGATION(S) OF STATUTE/RULE(S) VIOLATION (S):
The facility is often out of ratio, most recently: on 8/6/12 at 3:00pm the reporter observed 19 pre-school age children with 1 staff person. On 7/31/12 at 3:00pm the reporter observed 6 i/t with one staff. The reporter has brought these concerns to the owner but nothing has changed.

SUMMARY OF INVESTIGATION (Wallace):
An unannounced inspection was made to the facility on 8/9/2012. Attendance records for the children and the staff were received this day. According to the documentation received, the facility was not out of ratio on the dates indicated above. However, the facility was out of ratio today. There were nineteen children with Ms. Little and Ms. Glenda. Six children were two years old, seven children were three-five years old, and six children were school agers. Ms. Little also informed me that the facility has recently been having difficulty maintaining ratios.

DISPOSITION: SUBSTANTIATED List statute number or rule number(s) of substantiated violation(s).
19 CSR 30-62.112 (1)(E) which states, "Mixed Age Groups (2) and Up. Groups composed of mixed ages of children two (2) years of age and older shall have no less than one (1) adults 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."

This licensing rule violation is based on observations made by CCFS Shalinda Wallace during an inspection on 08/09/2012. At this time Ms. Little and Ms. Glenda were present with a total of nineteen children. The children were from ages two years old through school age.

CORRECTIONS:
An unannounced inspection by the assigned facility specialist will be made to the facility to verify that ratios are being met and maintained.

Verification of corrections will be filed in the public record as they occur and/or are verified.

SB
10/3/12