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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 18, 2019

Kathleen Conroy
Childtime Childcare, Inc.
Suite 100
21333 Haggerty Road
Novi, MI 48375

RE: License #: DC410294545
Investigation #: 2019D0613006
Childtime Learning Center #0636

Dear Ms. Conroy:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0183.

Per MCL 722.113g, this report and any related corrective action plans must be filed in your licensing notebook.

Sincerely,

A handwritten signature in black ink, appearing to read "Mary Dufon". The signature is cursive and somewhat stylized.

Mary Dufon, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 295-6530

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	DC410294545
Investigation #:	2019D0613006
Complaint Receipt Date:	01/22/2019
Investigation Initiation Date:	01/24/2019
Report Due Date:	03/23/2019
Licensee Name:	Childtime Childcare, Inc.
Licensee Address:	Suite 100 21333 Haggerty Road Novi, MI 48375
Licensee Telephone #:	Unknown
Administrator:	Kathleen Conroy, Designee
Licensee Designee:	Kathleen Conroy, Designee
Name of Facility:	Childtime Learning Center #0636
Facility Address:	1901 E. Paris Kentwood, MI 49546
Facility Telephone #:	(616) 975-1955
Original Issuance Date:	09/29/2008
License Status:	REGULAR
Effective Date:	04/08/2017
Expiration Date:	04/07/2019
Capacity:	90
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child A (male, age 2 ½) was injured at the center on 1/18/2019 while caregiver Qiana Harris was diapering another child in the restroom adjacent to the classroom.	No
Additional Findings	Yes

III. METHODOLOGY

01/22/2019	Special Investigation Intake 2019D0613006
01/24/2019	Contact - Telephone call made Spoke to Child A's father.
01/24/2019	Special Investigation Initiated - On Site from 9:49 AM-10:58 AM. Interviewed assistant director Desirae Snyder, caregiver Qiana Harris, caregiver Hana Lolic, and caregiver Shawn Nagel.
03/05/2019	Contact-Telephone call made Spoke to Child B's father.
03/05/2019	Contact-Telephone call made Called Child C's mother and left a message.
03/05/2019	Contact-Telephone call made Spoke to Child D's mother.
03/05/2019	Contact-Telephone call made Spoke to Child E's mother.
03/05/2019	Contact-Telephone call made Spoke to Child Fs mother.
03/18/2019	Exit Conference completed with Licensee Designee Kathleen Conroy via telephone.

ALLEGATION: Child A (male, age 2 ½) was injured at the center on 1/18/2019 while caregiver Qiana Harris was diapering another child in the restroom adjacent to the classroom.

INVESTIGATION: On 1/22/2019 I received a complaint stating that on 1/18/2019, around 9:45 AM, Child A fell off a toy he was standing on in the “two’s room”, which is set up in a previous lobby area and has an adjacent restroom located off to the side of the classroom. Caregiver Qiana Harris left the main room to change another child's diaper when Child A fell. When Child A fell, he hit the side of his face on a shelf and sustained a large scrape which turned into a bruise. An incident report was properly filled out and the parent was notified. However, there was no additional caregiver in the classroom at the time and since Ms. Harris was in the separate room diapering, the children were left unattended. The current set up in the "two's" room is dangerous as there was only one teacher in attendance. The facility continues to minimally staff the “two's room” which resulted in the child becoming injured.

On 1/24/2019 I spoke to Child A’s father. He stated that he received a phone call from Program Director Tracy Vu around 11 AM on the morning of 1/18/19 stating that Child A was hurt after standing on a toy and falling off. The toy is a small wooden scale used for blocks. Child A’s father picked up Child A around 5:30 PM that day and received an incident report. He spoke to the caregiver present, Qiana Harris, and she stated she was in the restroom diapering a child when this occurred, and that she did not observe the fall. There were no other caregivers present in the room at the time. The classroom is working on potty training with the children, so they spend a lot of time in the restroom assisting the children, leaving the other children unattended. The room needs an additional caregiver in the classroom. Child A’s father stated his children have attended the center for the past five years, that his children enjoy it, and that Child A still attends the center. However, they would like to see a follow up made regarding the classroom/restroom set up and staffing.

On 1/24/2019 I completed an unannounced on-site inspection at the center. I interviewed assistant director Desirae Snyder as Program Director Tracy Vu was not present. Ms. Snyder stated she is the acting lead in the early preschool classroom, which is Child A’s classroom. The children in that room are 2 ½-3 years of age and have a ratio of one caregiver to eight children. Ms. Snyder stated that she is in charge of the curriculum for the early preschool room and that she is in the room for the entire day approximately two days a week. Today there are six children and one caregiver in the early preschool classroom. On 1/18/19 there were seven children to one caregiver present. There are only eight children total enrolled in the classroom.

The center’s policy for restroom use in early preschool classroom is to have the children sit on one of the rugs that is within view of the restroom doorway. The restroom door is kept open while children are being diapered/toilet trained so the caregiver has a line of sight onto children sitting on the rugs in the classroom. Children are asked to either sit on the brown rug, which is also the “reading center” or the green rug while doing some kind of puzzle or activity when the caregiver has to assist a child using the restroom. When Child A fell, he was not in view of the restroom doorway. He had wandered out of view beside the shelf.

There have not been any other incidents, accidents, or injuries that have taken place in the classroom due to a caregiver having to be in the restroom while children remain in the classroom. The early preschool classroom is set up in what was previously the center lobby. It has been used as a classroom for approximately one year.

I interviewed caregiver Qiana Harris. She stated she is an assistant in the Toddler one classroom and that she is also a “floater” between all of the center classrooms. She was in the early preschool room on 1/18/19. She was changing a bowel movement in the restroom with the door open when Child A was injured. The children were on the brown and green rugs playing with puzzles when Child A and another child wandered off out of her sight. Ms. Harris stuck her head out of the restroom door and directed the children back to the rug area. Both children made eye contact with Ms. Harris and it appeared they were heading back to the rug. Once Ms. Harris stepped back into the restroom, she heard Child A crying. The other child was already back on the carpet when Child A fell. Ms. Harris had just finished diapering, so she was able to tend to Child A immediately after he fell. She came over to Child A and asked him what happened. Child A stated, “that hurt me” and pointed to the wooden scale toy. Ms. Harris asked Child A “did you hurt your face?” because it appeared he had a scratch on his face. Child A responded “yes”. She got Child A an ice pack and iced his face for approximately 10 minutes and wrote an incident report. This is the only injury Ms. Harris is aware of taking place as a result of the classroom/restroom set-up. She knows of another time that a child wandered to the main door of the center while a caregiver was diapering in the restroom. The main door to the center is right outside the classroom “boundaries”, which are set up with bookshelves and furniture. Another caregiver brought that child back into the classroom boundaries and he didn’t go anywhere, but Ms. Harris acknowledged that it can be difficult to supervise children in the classroom while standing in the doorway of the restroom. You can see the children but only if they stay in the designated area and caregivers have to depend on children listening if they wander off. Space around classroom is a high traffic area as it used to be the lobby and it is the only way into the other classrooms in the building. That same restroom is also the restroom staff use. It can be difficult to tell the children ‘you can’t go past that shelf’, when in all the other classrooms they can. The children at times get the classroom boundaries confused and have to be redirected.

Ms. Harris stated the early preschool classroom is the most difficult classroom to assist in because of the restroom/classroom set up. There is also not technically a lead in that room at the moment so the children are missing some consistency. The early preschool classroom is working on toilet training so at least every hour the children have to gather on the rug while the caregiver assists in the restroom. There is also not a telephone in the room so caregivers have to “use their voice” or “step out of the boundaries” to get the attention of management for any assistance. The program director’s office is located off of the early preschool classroom. The classroom is always within ratio of one caregiver with up to eight children.

I interviewed caregiver Hana Lolic. She is present in the early preschool classroom four days a week. The day Ms. Lolic is not present, usually caregiver Shawn Nagel is in there. Ms. Lolic does not find it difficult to supervise children while assisting in the restroom. She will put out an activity and will have the children sit on the rugs or couch where she has a direct line of sight from the restroom doorway. Ms. Lolic sits on a stool in the doorway so she can view the children while in the restroom. She keeps communication/interaction with the children in the classroom while in the doorway so that the children know that if they need her she is right there. The children know they cannot leave the designated area when she is assisting in the restroom. Very rarely a child will wander off. When it does happen, she will communicate with the child by saying “do you need me to help you?”. The children do not want to be helped at this age so they come back into sight. Child A tends to test the limits. Ms. Hana stated that the children may respond better to her redirection because they are with her most of the time.

I interviewed caregiver Shawn Nagel. She is an assistant in the infant two classroom. She stated she is not in the early preschool classroom every Monday but is sometimes in there as a “floater”. She acknowledged it can be challenging to supervise children while assisting/diapering children in the restroom. Ms. Nagel has not had a situation where a child was injured or wandered away while she was in the restroom diapering. She tells the children to stay within the classroom boundaries when she is in the doorway of the restroom but stated she can see the entire classroom while standing in the restroom doorway.

I inspected the early preschool classroom and took photos of the restroom and the classroom set up. Standing or sitting in the doorway, I was able to observe the line of sight from inside the restroom. Approximately half of the classroom (whose boundaries are shelves and furniture) is visible from the restroom doorway. Both green and brown rug are within direct line of sight from the doorway.

On 3/5/2019 I spoke to Child B’s father. He stated that Child B (male, age 3) just moved into the preschool classroom so he is no longer in the early preschool room. He stated that the early preschool room has an “odd set up” but he feels it is not a supervision issue. He has observed staff standing in the doorway of the restroom while assisting children in the restroom. The caregivers will stand in the doorway and won’t be all the way in the restroom. Staff are still able to observe the children in the classroom. Child B’s father does not feel the restroom set up is any different from any of the other classrooms; all restrooms in the center are in a separate room off of the classroom. Child B has never been injured while staff were tending to children in the restroom. The classroom is not an ideal set up because everyone who walks into the building has to walk through the “hallway classroom”, but that that is the biggest concern about the classroom, not supervision.

On 3/5/2019 I spoke to Child D’s mother. She stated that Child D’s (male, age 3) classroom is in a “weird” spot, but that she understands why they use it. The center is trying to get the 2 ½ year old children ready for preschool and that is why they are

separated from the children who are “younger two’s”, and the age groups were previously together in the same room. She explained there is a big difference between the younger two’s and older two’s and that is why the older two’s are using that space. Child D’s mother does not feel the restroom set-up is lacking supervision. She has had two of her children in that classroom and there were no injuries or supervision issues. If the classroom has any issues, it would be a lack of leadership as they didn’t have a permanent lead caregiver. The center just named a new lead caregiver for the classroom so that should help with the stability of the room.

On 3/5/2019 I spoke to Child E’s mother. She stated that Child E (male, age 3) is currently in the early preschool classroom. Child E’s mother is not the “biggest fan” of the classroom setup, but this is not because of where the restroom is located. The set up makes it hard for Child E’s mother to arrive to the center to pick up one of her other children for an appointment, because Child E will see her and expect to go home with her as well. It is her “least favorite” classroom because it is lacking its own door, but she has never felt like Child E is not being taken care of because of caregivers being in the restroom with other children. There are no supervision issues in the classroom related to the restroom. She has observed caregivers standing in the doorway to the restroom while children are in there while also interacting with and supervising the children who are still in the main classroom. Child E has had no injuries while in the early preschool classroom. Child E’s mother noted that their family has been with the center for years and that they have a “phenomenal” program and staff.

On 3/5/2019 I spoke to Child F’s mother. She stated that the restroom set up in the early preschool classroom is like any other classroom at the center; the restroom is off to the side of the classroom. She does not feel Child F is at more of a risk for lack of supervision than he would be in any other classroom at the center. Child F (male, age 3) has had no injuries in the early preschool classroom. The staff handles any issues that may arise “well” and “right away”. Child F’s mother is not concerned with supervision in the early preschool classroom.

During the exit conference, I provided technical assistance and consultation on possible solutions to help with supervision in the classroom, including adding an additional caregiver to restroom routines, using walkie talkies to immediately reach an additional staff member if needed, and adding more secure boundaries around the classroom.

APPLICABLE RULE	
R 400.8125	Staff and Volunteers.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.

ANALYSIS:	Qiana Harris provided appropriate care and supervision to children on 1/18/2019. She grouped children together within her line of sight when she had to change a diaper. She redirected children back when they moved out of her line of sight. Although Child A was injured, it was accidental and not a result of a lack of supervision.
CONCLUSION:	VIOLATION NOT ESTABLISHED

Additional finding:

APPLICABLE RULE	
R 400.8122	Lead caregiver qualifications; responsibilities.
	(3) At least 1 lead caregiver shall be assigned to each group of children in self-contained or well-defined space and shall be present and providing care in the assigned group in the following manner: (b) At least 6 hours per day for programs operating 6 or more continuous hours.
ANALYSIS:	There was no lead caregiver present in the older two's room at least 6 hours per day as required.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable correction action plan, I recommend no change in the status of this license.



3/18/2019

Mary Dufon
Licensing Consultant

Date

Approved By:



3/18/2019

Jaime Byerly
Area Manager

Date