



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 24, 2019

April Cole
Childtime Childcare Inc.
Suite 100
21333 Haggerty Road
Novi, MI 48375

RE: License #: DC500294561
Investigation #: 2019D0195009
Childtime Learning Center #0643

Dear Ms. Cole:

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.

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 (810) 787-7031.

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 that reads "Shelly Naples". The signature is written in a cursive, slightly slanted style.

Shelly Naples, Licensing Consultant
Bureau of Community and Health Systems
4809 Clio Road
Flint, MI 48504
(586) 256-1962

Enclosure

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

I. IDENTIFYING INFORMATION

| | |
|---------------------------------------|--|
| License #: | DC500294561 |
| Investigation #: | 2019D0195009 |
| Complaint Receipt Date: | 05/22/2019 |
| Investigation Initiation Date: | 05/22/2019 |
| Report Due Date: | 07/21/2019 |
| Licensee Name: | Childtime Childcare, Inc. |
| Licensee Address: | Suite 100 21333 Haggerty Road Novi, MI 48375 |
| Licensee Telephone #: | Unknown |
| Administrator: | April Cold, Designee |
| Licensee Designee: | April Cole, Designee |
| Name of Facility: | Childtime Learning Center #0643 |
| Facility Address: | 49143 Hayes Shelby Twp., MI 48315 |
| Facility Telephone #: | (586) 532-7529 |
| Original Issuance Date: | 11/06/2008 |
| License Status: | REGULAR |
| Effective Date: | 07/07/2017 |
| Expiration Date: | 07/06/2019 |
| Capacity: | 164 |
| Program Type: | CHILD CARE CENTER |

II. ALLEGATION(S)

| | Violation Established? |
|--|-----------------------------------|
| Child A (14-month-old, female) was pushed to her bottom by caregiver, Ms. Alexandria Knox. | Yes |

III. METHODOLOGY

| | |
|------------|---|
| 05/22/2019 | Special Investigation Intake 2019D0195009 |
| 05/22/2019 | Special Investigation Initiated - Telephone to Child A's Mother |
| 05/22/2019 | Contact - Telephone call made to Lesley Kelly, Program Director |
| 05/22/2019 | Contact-Telephone call made to Child A's Mother |
| 05/23/2019 | Inspection Completed Onsite- Interview with Lesley Kelly and April Cole, Licensee Designee from 11:00 a.m. to 11:40 a.m. |
| 06/11/2019 | Contact-Telephone call made to Alexandria Knox (caregiver) |
| 06/24/2019 | Exit Conference with Lesley Kelly |

ALLEGATION:

Child A (14-month-old, female) was pushed to her bottom by caregiver, Ms. Alexandria Knox.

INVESTIGATION:

On 05/15/2019 Lesley Kelly called and sent an incident report regarding a concern that a parent had brought to Rachel Rarick's (assistant program director) attention. She stated that Child A's Father stated that his wife, Child A's Mother had witnessed the caregiver in Child A's classroom push Child A down to her bottom. Child A's Mother had witnessed this on the center's "Watch Me Grow" camera footage and had recorded

the incident. Child A's Father showed Ms. Rarick the footage. Ms. Kelly was out of the center but when she returned Child A's Father also told her what had occurred. Ms. Kelly stated that she would investigate the incident immediately and that she would contact him as well. It should be noted that the incident report was sent to the licensing consultant assigned to the center, Jennifer DeMuyneck.

On 05/22/2019 I spoke with Ms. Kelly regarding the incident and she stated that Ms. Knox was placed on administrative leave and would not return to the center until the matter was fully investigated. She stated that Childtime's corporate office was reviewing the tape to determine how they should proceed. She stated that only corporate office had access to the tape and that it was not housed at the center.

On 05/22/2019 I spoke with Child A's Mother regarding the incident. She stated that on 05/15/2019 she was viewing the Watch Me Grow cameras in Child A's classroom when she witnessed Ms. Knox push Child A to her bottom. Child A's Mother recorded the video on her phone and Child A's Father brought the video to the center and showed Ms. Kelly. She stated that she has never had any problems or concerns about the care and supervision that Child A receives at the center until this incident occurred. Child A will continue to attend care at the center if she is Ms. Knox is not in the classroom. Child A's Mother emailed me a copy of the video that she had recorded of the incident. The quality is not exceptional and is only a couple of seconds long. It appears in the video as if Child A is reaching for something in Ms. Knox's hand and Ms. Knox puts her hand up and this action causes Child A to lose her balance and drop to her bottom. It is not clear if Child A is upset with this action as Child A's back is to the camera. Ms. Knox then shakes her head as if to say "no, no" to Child A.

On 05/23/2019 during an unannounced onsite inspection, I spoke with Lesley Kelly and April Cole who informed me that Ms. Knox had been terminated from employment at the center regarding the incident. They also stated that Child A's Mother should not have videotaped nor shared the "Watch Me Grow" footage because it is against their policy since other children are or possibly could be in the video as well as Child A. They stated that the video feed can be viewed by a Child Care Licensing Consultant if the need arises in the future.

On 06/11/2019 I spoke with Ms. Knox regarding the incident. She stated that the video was not accurate as to what had occurred in the classroom. She stated that on this day Child A was hitting the other children and had hit her at the time in question and she went to grasp Child A's hands to tell her "no, not to hit" and Child A lost her balance. She stated that she would never hurt a child and she was upset because in the video there is a bookshelf that obstructs the full view of what had happened, and she believes that why the incident was misinterpreted. She stated that Child A is usually well behaved, and she has never had any issues with Child A.

| | |
|------------------------|--|
| 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: | On 05/15/2019, Ms. Knox did not provide appropriate care and supervision to Child A when her actions caused Child A to fall to her bottom. |
| CONCLUSION: | VIOLATION ESTABLISHED |

IV. RECOMMENDATION

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

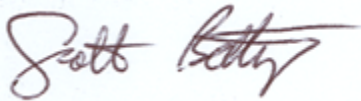


06/24/2019

Shelly Naples
Licensing Consultant

Date

Approved By:



06/24/2019

Scott W. Bettys
Area Manager

Date