



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

August 26, 2019

Tanya Zoro  
Childtime Childcare, Inc.  
Suite 100  
21333 Haggerty Road  
Novi, MI 48375

RE: License #: DC630294577  
Investigation #: 2019D0019021  
Childtime Learning Center #0644

Dear Ms. Zoro:

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.

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.

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 (248) 975-5053.

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 "Michelle Fruehan".

Michelle Fruehan, Licensing Consultant  
Bureau of Community and Health Systems  
4th Floor, Suite 4B  
51111 Woodward Avenue  
Pontiac, MI 48342  
(248) 672-9158

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC630294577
<b>Investigation #:</b>	2019D0019021
<b>Complaint Receipt Date:</b>	07/01/2019
<b>Investigation Initiation Date:</b>	07/03/2019
<b>Report Due Date:</b>	08/30/2019
<b>Licensee Name:</b>	Childtime Childcare, Inc.
<b>Licensee Address:</b>	Suite 100 21333 Haggerty Road Novi, MI 48375
<b>Licensee Telephone #:</b>	Unknown
<b>Administrator:</b>	Tanya Zoro, Designee
<b>Licensee Designee:</b>	Tanya Zoro, Designee
<b>Name of Facility:</b>	Childtime Learning Center #0644
<b>Facility Address:</b>	15636 J L Hudson Dr Southfield, MI 48075
<b>Facility Telephone #:</b>	(248) 905-5300
<b>Original Issuance Date:</b>	08/08/2008
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	02/08/2019
<b>Expiration Date:</b>	02/07/2021
<b>Capacity:</b>	120

<b>Program Type:</b>	CHILD CARE CENTER

## ALLEGATION(S)

	<b>Violation Established?</b>
A caregiver in the two-year old room hit a child's hands for playing with a toy sprinkler.	Yes

## II. METHODOLOGY

07/01/2019	Special Investigation Intake 2019D0019021
07/03/2019	Special Investigation Initiated - On Site from 12:15 pm to 2:00 pm interviewed team lead and preschool caregiver Fredricka Hardaway, program director Melissa Fowlkes, and two's lead caregiver Emily Howe.
07/03/2019	Inspection Completed On-site
07/03/2019	Contact - Document Received copy of center's discipline policy
07/03/2019	Contact - Document Received copy of signed discipline policy
07/03/2019	Inspection Completed-BCAL Sub. Compliance
07/17/2019	Contact - Telephone call made call to Child B's mother; left message
07/17/2019	Contact - Telephone call made call to caregiver Lillian Brantley; no answer
07/31/2019	Contact - Telephone call made Called Child A's mother; not a working number
08/05/2019	Contact - Telephone call made call to Child A's mother; wrong number
08/05/2019	Contact - Telephone call made call to Child B's mother; left message
08/13/2019	Contact - Telephone call made call to Child A's mother; left message

08/13/2019	Contact - Telephone call received spoke with Child B's mother
08/15/2019	Exit Conference with Melissa Fowlkes

**ALLEGATION: A caregiver in the two-year old room hit a child's hands for touching a toy sprinkler.**

**INVESTIGATION:** On 6/28/2019 I received an incident report from Ms. Fowlkes. The incident report indicated that caregiver, Ms. Brantley hit Child A on the hand for touching a toy sprinkler inside the classroom.

7/3/2019 I conducted an unannounced on-site inspection. I interviewed Ms. Hardaway, Ms. Fowlkes, and Ms. Rowe. Ms. Hardaway stated that she was working in the building at the time of the incident. She was not in the classroom, but she observed Child B's mother walk out of the room with Child B. Ms. Hardaway said that Ms. Brantley called to her for help. Ms. Brantley told her that she hit Child A's hand a few times when Child B's mother was inside the classroom and that Child B's mother asked Ms. Brantley if it was the center's policy to hit children. Ms. Brantley told Child B's mother that it was not the center's policy; however, she had to, "keep him safe and he needs to learn to listen." Ms. Hardaway observed Child A. She stated that he stood by Ms. Brantley's legs. He was not crying and had no visible marks on either of his hands. Ms. Hardaway told Ms. Brantley to leave the classroom and wait for Ms. Fowlkes to arrive.

I interviewed Ms. Fowlkes. She reported that Child B's mother spoke with her in the parking lot. Child B's mother told her that she observed Ms. Brantley hit Child A in the hand and that she was concerned that Ms. Brantley did not follow the center's discipline policy. Child B's mother disenrolled her child.

Ms. Fowlkes stated that after talking to Child B's mother, she entered the building and immediately questioned Ms. Brantley about the incident. Ms. Fowlkes stated that Ms. Brantley admitted to hitting Child A on the hand. She stated that she asked Child A to stop touching the toy sprinkler and he just looked at her. She said she was trying to get Child A to stop hitting the toy sprinkler because she did not want him to get hurt, so she hit his hand to get him to comply. Ms. Fowlkes terminated Ms. Brantley's employment on 6/26/2019.

I interviewed Ms. Rowe. She was not present during the incident; therefore, she did not observe Ms. Brantley hit Child A. Ms. Rowe stated that she worked with Ms. Brantley daily for the last six months. She said she has not observed Ms. Brantley use any form of inappropriate discipline and had no past concerns regarding Ms. Brantley's interactions with children. Ms. Rowe reported that the center never uses

corporal punishment to discipline. She stated that redirection and verbal reminders are given to discipline children.

On 7/3/2019 I received a copy of the center's discipline policy. The discipline policy stated that hitting, shaking, biting, pulling, pushing, physical force or inflicting any other form of corporal punishment to hurt a child was prohibited. Ms. Brantley signed a statement that she received the discipline policy on 12/3/2018.

On 8/13/2019 I spoke with Child B's mother. She stated that she observed Ms. Brantley hit Child A's hand three or four times with a quick motion, when she entered the two's classroom. She asked Ms. Brantley if hitting is allowed and what the center's policy was. Child B's mother stated that Ms. Brantley admitted to hitting Child A's hand but that it was not allowed. Ms. Brantley told Child B's mother that she asked him to stop playing with the toy sprinkler, but he did not listen.

On 7/31/2019, 08/05/2019, and 08/13/2019 I attempted to call Child A's mother; however, a return call was not received.

<b>APPLICABLE RULE</b>	
<b>R 400.8140</b>	<b>Discipline.</b>
	<b>(2) All of the following means of punishment shall be prohibited: (a) Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.</b>
<b>ANALYSIS:</b>	A prohibited means of punishment was used to discipline a child when Ms. Brantley hit child A on the hand.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.8140</b>	<b>Discipline.</b>
	<b>(4) A policy shall be developed and implemented regarding the discipline of children. The policy shall be all of the following: (a) In written form. (b) Age appropriate. (c) Provided to staff and parents.</b>
<b>ANALYSIS:</b>	A discipline policy was developed, however, it was not implemented when Ms. Brantley hit Child A on the hand.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**III. RECOMMENDATION**

I recommend no change in the status of this license.

*Michelle Fruehan* 8/21/2019

---

Michelle Fruehan Date  
Licensing Consultant

Approved By:

*Jacquelin Sharkey* 08/26/2019

---

Jacquelin Sharkey Date  
Area Manager