



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 12, 2019

KinderCare Learning Centers LLC
Suite 1400
650 NE Holladay
Portland, OR 97232

RE: License #: DC630018294
Investigation #: 2020D0432002
KinderCare Learning Center #852

Dear Ms. McCollum:

I conducted a special investigation because the child care licensing division received a complaint against your facility that related to licensing rules or law. The allegations were related to the following:

R400.8125(1) Staff and volunteers.

The details of the allegations are in the attached report. To investigate the allegations, I completed an onsite inspection on October 25, 2019. I interviewed program director and licensee designee, caregivers, and the parent with relevant information.

As a result of this investigation, I found the following violation(s):

R400.8125(1) Staff and volunteers.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 12/2/2019. You can use our [corrective action plan](#) form or create your own.

If you need help writing the corrective action plan, please contact me. If you do not send a corrective action plan, you may face disciplinary action. The corrective action plan 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.

	Yes	No
A rule or law violation was found and a serious injury or death occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A rule or law violation was found and abuse and/or neglect of a child occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

This report and any related corrective action plans must be filed in your licensing notebook. This report and any related corrective action plans will be online for parents to review under the [Statewide Search for Licensed Child Care Centers and Homes](#).

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.

Sincerely,



Cheryl Amare, Licensing Consultant
 Bureau of Community and Health Systems
 4th Floor, Suite 4B
 51111 Woodward Avenue
 Pontiac, MI 48342
 (248) 860-0896

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC630018294
Investigation #:	2020D0432002
Complaint Receipt Date:	10/23/2019
Investigation Initiation Date:	10/25/2019
Report Due Date:	12/22/2019
Licensee Name:	KinderCare Learning Centers LLC
Licensee Address:	Suite 1400 650 NE Holladay Portland, OR 97232
Licensee Telephone #:	(503) 872-1300
Administrator:	LeeAnn McCollum, Designee
Licensee Designee:	LeeAnn McCollum, Designee
Name of Facility:	KinderCare Learning Center #852
Facility Address:	226 Meadowfield Drive Rochester Hills, MI 48307
Facility Telephone #:	(248) 651-7171
Original Issuance Date:	11/05/1990
License Status:	REGULAR
Effective Date:	02/13/2019
Expiration Date:	02/12/2021
Capacity:	93
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
On 10/18/2019 Child D was left unsupervised in the classroom when caregiver Erin Turner took the rest of the classroom children outside.	Yes

III. METHODOLOGY

10/23/2019	Special Investigation Intake 2020D0432002
10/25/2019	Special Investigation Initiated - On Site from 1:10pm to 1:40pm. Interviewed program director LeeAnn McCollum and caregivers Marianna Kattula and Mackenzie Sova.
10/25/2019	Exit Conference with Ms. McCollum.
10/29/2019	Contact - Telephone message left for caregiver Erin Turner.
10/29/2019	Contact - Telephone call made to Child D's Mother.
10/29/2019	Contact - Telephone message left for Ms. Turner.

ALLEGATION:

On 10/18/2019 Child D was left unsupervised in the classroom when caregiver Erin Turner took the rest of the classroom children outside.

INVESTIGATION:

On 10/21/2019 I received an incident report from program director LeeAnn McCollum regarding the allegation. It documented on 10/18/2019 at 3:45pm caregiver Erin Turner took her Preschool class outside. Ms. Turner had 10 children at the time. At 3:50pm caregivers Mackenzie Sova and Marianna Katulla found Child D standing and crying in the Preschool classroom. Ms. McCollum interviewed Ms. Turner, who stated she did a name to face count inside, but she did not have the children line up outside to do a name to face count. Ms. Turner was sent home after the incident and is no longer employed at the center as of 10/21/2019.

On 10/25/2019 I completed an on-site inspection to the center and interviewed Ms. McCollum. She stated Ms. Turner had been working at the center since June 2019, and there had been no previous concerns with her doing proper name to face counts with the children during transition times. Ms. McCollum stated when she spoke with Ms. Turner on 10/18/2019 after the incident, Ms. Turner admitted she did not follow the center’s policy and do a name to face count of the children when they got outside on the playground.

I interviewed PreK caregiver Marianna Kattula, whose classroom is next to the Preschool classroom. She stated on 10/18/2019 at 3:50pm a child in her PreK classroom asked her why a child was crying in the other classroom. Ms. Katulla looked through the window on the connecting door and saw Child D alone in the Preschool classroom. Ms. Katulla went into the Preschool classroom, picked up Child D, and then went and told Ms. McCollum.

I interviewed Infant caregiver Mackenzie Sova. She stated on 10/18/2019 she was going back to her classroom, and as she was walking through the PreK classroom she saw Ms. Kattula open the door to the Preschool classroom. She saw Child D crying. Ms. Sova stated she and Ms. Kattula then went and told Ms. McCollum.

On 10/29/2019 I spoke with Child D’s Mother. She stated she was informed what had happened with Child D on 10/18/2019, and she was satisfied with how the center handled the situation. Child D’s Mother did not have any further concerns.

I attempted to speak with caregiver Erin Turner; however, she has not returned my voicemail messages.

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:	Ms. Turner did not provide appropriate care and supervision to Child D when Child D was left unsupervised in the Preschool classroom.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

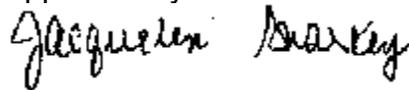
Upon receipt of an acceptable corrective action plan, I recommend no change in the license status.



Cheryl Amare
Licensing Consultant

Date
11/08/2019

Approved By:



11/12/2019

Jacquelin Sharkey
Area Manager

Date