



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

January 10, 2020

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

RE: License #: DC700393431  
Investigation #: 2020D0613003  
Childtime Learning Center

Dear Mrs. Conroy:

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:

R. 8122(6) Lead caregiver qualifications; responsibilities.

The details of the allegations are in the attached report. To investigate the allegations:

- I interviewed the program director, licensee designee, and caregivers.
- I completed on-site inspections on the following dates: 11/21/2019 and 1/7/2020.

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

**R. 400.8122(6) Lead caregiver qualifications; responsibilities.**

**R. 8122(3)(b) Lead caregiver qualifications; responsibilities.**

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 1/30/2020. 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.

<b>During this special investigation:</b>	<b>Yes</b>	<b>No</b>
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 (616) 356-0183.

Sincerely,



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**

<b>License #:</b>	DC700393431
<b>Investigation #:</b>	2020D0613003
<b>Complaint Receipt Date:</b>	11/20/2019
<b>Investigation Initiation Date:</b>	11/21/2019
<b>Report Due Date:</b>	01/19/2020
<b>Licensee Name:</b>	Childtime Childcare, Inc.
<b>Licensee Address:</b>	Suite 100 21333 Haggerty Road Novi, MI 48375
<b>Licensee Telephone #:</b>	(248) 675-4662
<b>Administrator:</b>	Tanya Zoro, Designee
<b>Licensee Designee:</b>	Tanya Zoro, Designee
<b>Name of Facility:</b>	Childtime Learning Center
<b>Facility Address:</b>	163 Panther Drive Holland, MI 49424
<b>Facility Telephone #:</b>	(616) 796-6650
<b>Original Issuance Date:</b>	04/09/2018
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/23/2019
<b>Expiration Date:</b>	06/22/2021
<b>Capacity:</b>	88
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	<b>Violation Established?</b>
The center does not have qualified lead caregivers in all of their classrooms.	Yes
Additional Findings	Yes

## III. METHODOLOGY

11/20/2019	Special Investigation Intake 2020D0613003
11/21/2019	Special Investigation Initiated - On Site from 2:32 PM-3:16 PM. Interviewed school education manager Heather Hart.
11/22/2019	Contact - Document Received Documents from Kristen Leep including academic transcripts.
01/07/2020	Inspection Completed On-site. Interviewed program director Kristen Leep and caregiver Jennifer Kragt.
01/07/2020	Exit Conference completed face to face with program director Kristen Leep and licensee designee Kathleen Conroy.
01/08/2020	Contact-Document received. CDA documentation from Kristen Leep.

**ALLEGATION: The center does not have qualified lead caregivers in all of their classrooms.**

**INVESTIGATION:** On 11/20/2019 I received a complaint stating that the center is “fabricating” their lead caregiver’s qualifications. On 11/21/2019 I completed an unannounced on-site inspection at the center. I interviewed school education manager Heather Hart, who was filling in for the program director, Kristen Leep as she was attending a licensing training. Ms. Hart stated that the center has six classrooms that are required to have lead caregivers. Ms. Hart was unable to find all the lead documentation that was requested when I was on-site. She stated she would have Ms. Leep locate all the lead caregiver qualifications and email them to me. On 11/22/2019, Ms. Leep emailed the remainder of the lead caregiver qualification documentation.

The center’s classrooms that are under school age and require lead caregivers are: infant one, infant two, the toddler room, the two’s room, early preschool, and the combined preschool/pre-kindergarten room. Based on the documentation received on 11/21/19 and 11/22/2019, in the infant one classroom, caregiver Jessica Braley was the “acting lead”, and was working on her CDA, but did not yet have her CDA. In infant two, the lead caregiver Asha Nemec had documentation to show that she had enough college courses to qualify as a lead caregiver in an infant classroom. In the toddler classroom lead caregiver Danielle Sheehan had documentation of enough college courses to qualify as a lead caregiver in a toddler classroom. In the two’s classroom, lead caregiver Tatiana Yuly Suspe is enrolled in a program for her CDA, but she does not yet have her CDA. In the early preschool room lead caregiver Tiffany Henley had documentation of her CDA, but it expired on September 22, 2019. In the preschool/pre-kindergarten classroom Ms. Hart is the “acting lead” and documentation was provided showing that Ms. Hart is qualified for that position with college courses.

On 1/7/2020, I completed another unannounced on-site inspection. I interviewed program director Kristen Leep. She stated that the infant one classroom acting lead caregiver, Jessica Braley, has completed her CDA. She provided documentation which stated the CDA was awarded on 12/5/2019. However, the toddler classroom lead caregiver Danielle Sheehan, left the center on 11/22/2019 and there is no current lead caregiver. They recently hired a new lead for the toddler room who just started on 1/6/2020. Her academic transcripts were received, and she is qualified as a lead caregiver. In the two’s classroom, Ms. Suspe is not yet done with her CDA. Caregiver Jennifer Kragt is the new lead since 12/2/2019. Her credentials were provided and she qualifies as a lead caregiver. The early preschool classroom lead Tiffany Henley, has an updated CDA that was provided on 1/8/2020.

I asked Ms. Leep how often Ms. Hart is in the combined preschool/pre-kindergarten classroom, as during both unannounced inspections, she has been observed as acting in an administrative role outside the classroom. Ms. Leep acknowledged that Ms. Hart is not in the classroom at least 6 hours a day as required, and estimated she is present in the classroom around three hours a day, usually during transition times, circle time, and other important activities. They are in the process of hiring a permanent lead caregiver for that classroom who they are hoping will start on

1/27/2019. Ms. Leep stated that all of the other leads are in their assigned classrooms at least 6 hours a day.

I interviewed Jennifer Kragt, who was identified by Ms. Leep as the lead caregiver in the 2's classroom. I asked if she is the current lead caregiver and she stated that there has been talk about her taking over Ms. Suspe's role as the lead caregiver, but she is not certain if she is the lead caregiver yet or not.

<b>APPLICABLE RULE</b>	
<b>R 400.8122</b>	<b>Lead caregiver qualifications; responsibilities.</b>
	<p><b>(6) Lead caregivers shall meet 1 of the following qualifications:</b></p> <ul style="list-style-type: none"><li><b>(a) Bachelor's degree or higher in early childhood education, child development, or a child-related field.</b></li><li><b>(b) Associate's degree or higher in early childhood education or child development.</b></li><li><b>(c) Montessori credential with 480 hours of experience.</b></li><li><b>(d) Valid child development associate credential with 480 hours of experience.</b></li><li><b>(e) High school diploma/GED with 12 semester hours in early childhood education, child development, or a child-related field and 960 hours of experience.</b></li><li><b>(f) High school diploma/GED with a combination of 12 semester hours and/or 18 CEUs to equal 180 clock hours in early childhood education, child development, or a child-related field and 1,920 hours of experience.</b></li><li><b>(g) High school diploma/GED with a combination of 6 semester hours and/or 9 CEUs to equal 90 clock hours in early childhood education, child development, or a child-related field and 3,840 hours of experience.</b></li></ul>

<b>ANALYSIS:</b>	<ul style="list-style-type: none"> <li>• During my on-site inspection on 11/21/2019 acting lead caregiver Jessica Brayley did not qualify as a lead caregiver. She has since been qualified.</li> <li>• The toddler classroom was without a qualified lead caregiver from November 22, 2019 until January 6, 2020.</li> <li>• During the on-site inspection on 11/21/19 the two's classroom acting lead, Tatiana Yuly Suspe, was not qualified as lead caregiver. The center stated that as of 12/2/2019, qualified lead caregiver Jennifer Kragt was acting as the lead. I interviewed Ms. Kragt and she was not sure who the lead caregiver was.</li> </ul>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

<b>APPLICABLE RULE</b>	
<b>R 400.8122</b>	<b>Lead caregiver qualifications; responsibilities.</b>
	<p><b>(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></p> <p><b>(b) At least 6 hours per day for programs operating 6 or more continuous hours.</b></p>
<b>ANALYSIS:</b>	During my inspection on 1/7/20, the center acknowledged that Ms. Hart, who is the "acting lead" in the combined preschool/pre-kindergarten classroom, is not present for at least 6 hours a day. During my unannounced on-site inspection on 11/21/19 I observed Ms. Hart acting as the program director and on 1/7/20 she was acting in an administrative role at the center.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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



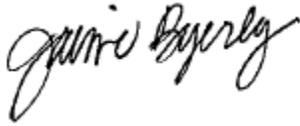
1/7/2020

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Mary Dufon  
Licensing Consultant

Date

Approved By:



1/10/2020

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Jaime Byerly  
Area Manager

Date