



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 25, 2020

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

RE: License #: DC700393431
Investigation #: 2020D0613005
Childtime Learning Center

Dear Ms. 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 400.8125(1) Staff and Volunteers
R 400.8152(8) Medication; administrative procedures.

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

- I interviewed the person who made the complaint, the program director, caregivers, and parents.
- I completed on-site inspections on the following dates: 1/7/20

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

R 400.8125(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 3/16/2020. 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.

During this special investigation:	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 (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

License #:	DC700393431
Investigation #:	2020D0613005
Complaint Receipt Date:	01/03/2020
Investigation Initiation Date:	01/06/2020
Report Due Date:	03/03/2020
Licensee Name:	Childtime Childcare, Inc.
Licensee Address:	Suite 100 21333 Haggerty Road Novi, MI 48375
Licensee Telephone #:	(248) 675-4662
Administrator:	N/A
Licensee Designee:	Kathleen Conroy, Designee
Name of Facility:	Childtime Learning Center
Facility Address:	163 Panther Drive Holland, MI 49424
Facility Telephone #:	(616) 796-6650
Original Issuance Date:	04/09/2018
License Status:	REGULAR
Effective Date:	06/23/2019
Expiration Date:	06/22/2021
Capacity:	88
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

Violation

	Established?
Appropriate care and supervision may not have been provided on 12/4/2019, when Child A sustained gouge marks under his eye by Child C when he was “trying to rip his head off” while at the center.	No
Appropriate care and supervision may not have been provided on 1/2/2020 when Child A sustained scratches his chin during a snowball fight when he was hit with ice while outdoors at the center.	Yes
Appropriate care and supervision may not have been provided on 12/20/2019, when Child B (male, age 1) was sprayed in the face with a spray bottle by a child care staff member while at the center.	No
Child care staff have applied diaper cream to Child B without written permission from his mother to do so, causing a red rash to Child B.	No

III. METHODOLOGY

01/03/2020	Special Investigation Intake 2020D0613005
01/06/2020	Special Investigation Initiated – Telephone. Spoke to Child A and B’s mother.
01/06/2020	Contact-document received. Photos of Child A and Child B’s injuries in addition to screen shots of the center’s app “bright wheel”.
01/07/2020	Inspection Completed On-site from 10:10 AM-12:30 PM. Interviewed program director Kristen Leep, child care staff member Jennifer Kragt, and child care staff member Erin Wyngarden.
02/20/2020	Contact-Telephone call made Called the center and spoke to school education manager Heather Hart and spoke to child care staff member Olivia VanWyk.
2/24/2020	Exit conference completed via telephone with licensee designee Kathleen Conroy

ALLEGATION:

- **Appropriate care and supervision may not have been provided on 12/4/2019, when Child A sustained gouge marks under his eye by Child C when he was “trying to rip his head off” while at the center.**
- **Appropriate care and supervision may not have been provided on 1/2/2020 when Child A sustained scratches on his chin during a snowball fight when he was hit with ice while outdoors at the center.**

INVESTIGATION: On 1/3/2020 I received a complaint stating that Child A was being bullied and physically attacked by Child C while at the center. On 1/6/2020 I spoke to Child A and B’s mother. She explained the Child A is a school aged child who is present at the center during school breaks and after school. Child A has a special need and does better with children younger than his own age group. She stated that on 12/4/2020 during pick up, she noticed Child A had large gouge marks under his eye. When she asked Child A what had happened, he told her that Child C came up from behind him and “tried to rip his head off”. She did not receive an incident report from this incident, so she called program director Kristen Leep about it. Ms. Leep told her that she didn’t have a chance yet to talk to the children about what happened so she was unsure what had taken place. She did not take Child A to the doctor for the injuries and she does not have photos of the injury.

Child A’s mother has spoken to a couple different child care staff members about trying to do different things to keep the children apart, but she is not sure who she has spoken to. The staff members will say things like “we’re just here to watch the kids” or “I’ll let Jeff know.” She does not know Jeff’s last name but he was the lead in the school aged classroom. She is unsure if he is still employed at the center.

On 1/2/2020, Child A’s mother arrived to pick up Child A and she was handed an incident report by an unknown staff member. The staff member told her that during a snowball fight, Child A was hit with a piece of ice by Child C. Child A sustained multiple facial injuries that appear to be scratches from a fingernail. The injuries are described as a large scratch from his mouth to the side of his face, approximately two inches long and two smaller scratches, one on Child A’s chin and one just underneath his chin. Child A’s mother does have photos of these injuries and provided copies on 1/6/20.

Child A’s mother feels that the center has not put anything in place to resolve the issues between Child A and Child C. Child A has been moved to the Pre-kindergarten class, away from Child C, however she feels Child C remains aggressive with other children. Child A’s mother feels that Child C may be getting special treatment from staff.

On 1/7/2020 I completed an unannounced on-site inspection at the center. I interviewed program director Kristen Leep. She stated that there have been issues between Child A and Child C, however Child A often instigates the issues with Child

C, leading Child C to become physical at times. They often move Child A to the pre-kindergarten classroom as an alternative to being with the school aged children. Child A is immature and does better with the younger children. I asked Ms. Leep about the incident from 12/4/20. She stated she does not specifically recall what happened during that incident, but she does recall talking briefly to Child A's mother. Child A's mother asked what happened to Child A and Ms. Leep told her. She stated what scenario is was most likely is that Child A said something to Child C that upset him, leading to Child C becoming physical. I asked if there is a written incident report from that incident there was not an incident report in either child's file to reflect the incident. Additionally, there was nothing on file indicating that Child A has a special need. On Child A's information card, the area for special needs was not completed.

The staff that are in the school aged classroom are Erin Wyngarden and Jennifer Kragt. Ms. Kragt is not typically in the school aged room but was assisting in the classroom over Christmas break. Former child care staff member Jeff Zimmer used to be in the school aged classroom but he left the center on 12/9/20. Child A spent time in both classrooms over Christmas break, and he appeared to be doing better in the school aged room than he has in the past. Ms. Leep had to "step in" a couple times over break to talk to Child A and Child C but it never got physical during that time. Ms. Wyngarden made a point to keep the boys in separate groups when they were together over break.

I asked Ms. Leep about the incident on 1/2/20 involving Child A and Child C. She stated that on 1/2/20, when the children were outdoors, Ms. Wyngarden was on break so child care staff member Olivia Vanwyk was there in her place. Ms. Leep did not witness what had happened, but Ms. Vanwyk reported to her that other children had started a snowball fight and Child A and Child C joined in. Child C started to get upset about snowballs being thrown, and she was not sure if Child C was specifically upset about Child A throwing snowballs, but Child C threw a snowball with ice in it at Child A. She did not know if Child C was aware that ice was in the snowball or not.

There was an incident report filed for the 1/2/20 situation. I received a copy of that incident report. The incident report stated "[Child A] and another child started fighting and throwing snowballs at each other and the other child threw a piece of ice at his face which left a scratch. He started crying and asked if he could go to the bathroom to see his face." When asked if snowball fights are permitted at the center, Ms. Leep stated that they would not typically allow this but that Ms. Vanwyk was new so she probably didn't know this. When asked if she directed Ms. Vanwyk to not allow such an activity, Ms. Leep stated she did not.

When asked what the center has done to prevent altercations between Child A and Child C, she stated that staff try to keep the two in separate groups when they are in the same classroom and they put Child A into the pre-kindergarten room as well. Child C's schedule has changed so he is no longer present before and after school and will only be there during school breaks, so the contact between the children will be minimal from now on.

I interviewed child care staff member Jennifer Kragt. She stated she is normally in the two's classroom. She stated that she is in the school aged classroom at times after school, but that she was only in the room one day over Christmas break. She stated that Child A and Child C are "oil and water". She stated that Child A is immature for his age and tends to verbally antagonize other children by making loud animal sounds, calling children names, and taking toys from others. Child A and Child C do better when they are separated. Child A and Child C have gotten physical with one another. Ms. Kragt recalled an incident where Child C and Child A got physical when she was present, which could be the same incident where Child C tried to "rip his head off". She does recall exactly what caused the incident, but guessed it was the day that Child A knocked over Child C's Legos. Child C came up from behind Child A and tackled him to the ground. Ms. Kragt got Child C off of Child A and separated the children. Child A kept antagonizing Child C by continuing to call him names after they were separated. As a result, Child C tackled Child A a second time. Ms. Kragt called for help from the office, but nobody was available. Ms. Kragt did her best to separate the children during this time. She could not get Child A to stop antagonizing Child C but finally numbers were low enough that Ms. Leep could move Child A to pre-kindergarten.

They try to have Child A placed in pre-kindergarten when they can, because his maturity level matches that age group better. When Child A is in the school aged room, the other children tend to not like him because of his "extreme immaturity", but they try to talk to the children about not reacting and not "bullying" Child A when he is antagonizing or being annoying to them. They have also tried to keep the children separate by giving one of the two children a project or job to do on the other side of the classroom. Ms. Kragt explained that they have tried to explain to Child A's mother that Child A antagonizes others, but she does not seem to understand, and she usually just responds by saying "ok".

I interviewed Erin Wyngarden. She stated that she is in the school aged classroom every morning, during breaks, and all summer. She stated that Child A knows he can "get a reaction" from Child C, so he "picks at him". Child A will say things like how he "hates" Child C's mother and will imitate others in the room. She does not think Child C would get physical with Child A if he left him alone. Ms. Wyngarden will usually split the children up in different activities, which seems to work most of the time. Child A's mother has never come to her with any issues. However, she is not present when Child A's mother drops off or picks up Child A.

Child C does not usually get physical with Child A. Child C most of the time is able to stop himself and she will help him calm down. She has heard of Child A getting physical with Child C, but she has never observed it herself. She does not recall an incident back in December where Child C was attacking Child A. During the snowball incident, she was on break. She heard Child C accidentally had ice in his snowball and that he didn't mean to hurt Child A. She does not allow snowball fights but the caregiver who was present was new so she may have allowed this.

On 2/20/20 I spoke to child care staff member Olivia Vanwyk. She stated that she is a “floater” at the center. She stated that on 1/2/20, she came into the school aged classroom so that Ms. Wyngarden could go on break. She is not often in the school aged classroom and does not know the children well. She would have been with the school agers for a total of a half hour to an hour that day. When she entered the classroom, the children were getting their snow gear on. Ms. Wyngarden reported to her that Child A and Child C were had not been getting along and that she should try to keep the children separated.

Once outside, she saw that the children were still angry with one another. She recalls that Child A was calling children names and was aggressively chasing peers while out on the playground, especially Child C and his sibling that was also in the school aged room. Other children were reporting that Child A was “saying mean things”. Ms. Vanwyk approached both Child A and Child C as she could see things were escalating between the two. She attempted to speak to each one to tell them keep a distance from each other and to help calm each of them down. Child A and Child C continued to run around and play. A little while later while she was walking around the playground, and she saw the two boys running toward each other and while yelling at one another. The other children started to yell “they’re starting a fight”. She tried to get the other children to back up from the situation as they were gathered around. She did not see Child A get hit with a chunk of ice and she does not know who started it or how many snowballs or ice chunks were thrown. She believes the throwing of ice and/or snow may have lasted about 30 seconds or less. Then Child A emerged with a scratch. Ms. Vanwyk separated the children and tried to talk to each one but they were both still very angry. She decided to take the children inside, where the aggression continued. Child A’s face started bleeding when they were in line to come inside. She recalled that Child C was still escalated upon getting back inside. Another staff member then came in and took Child A to the restroom. She is not sure but believes one of the children may have been moved out of the classroom after that. Ms. Vanwyk clarified that she did not allow the children to have snowball fights and that the snow/ice throwing was only between Child A and Child C.

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

ANALYSIS:	Appropriate care and supervision were not provided to Child A at all times. Child A and Child C had known issues with one another which led to physical altercations. These altercations led to injuries to Child A on at least two occasions.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: On 12/20/2019, Child B (male, age 1) was sprayed in the face with a spray bottle by a child care staff member while at the center.

INVESTIGATION: On 1/6/2020, I spoke to Child A and B's mother. She stated that on 12/20/19, she arrived at the end of the day to pick up the children. It was Child B's first day in the toddler classroom. She observed a staff member cleaning the tables with Child B and one other child in the class. The staff member looked right at Child B and intentionally sprayed him in the face with what may have been a cleaner. The substance was described as a pink substance. Child B's mother does not know who the staff member was. When the staff member saw Child B's mother standing in the doorway, she grabbed a rough brown paper towel and wiped Child B's face. Child B didn't react or cry when he was sprayed or cleaned off.

On 1/7/2020, I completed an unannounced on-site inspection at the center. I spoke to program director Kristen Leep. She had no knowledge regarding a caregiver spraying Child B in the face. She provided name to face sheets from 12/20/19 and determined that child care staff member Jennifer Kragt was in the classroom at the time. Ms. Kragt is not normally in the classroom, but the two's classroom sometimes combines with the toddler classroom at the end of the day.

I interviewed child care staff member Jennifer Kragt. She remembered the incident from 12/20/19. She stated that at the end of the day and she had two children left in the classroom. She was cleaning the tables and Child B was "helping". Child B was standing up at the table and he had a paper towel in his hand. At the time Ms. Kragt was only using a spray bottle with water and one with soapy water. Ms. Kragt acknowledged that she "100% unintentionally" sprayed Child B in the face with the water while she was spraying the table next to him. Child B only got a little water on his face and she just took a paper towel and wiped it off. Child B's mother had just walked into the classroom and didn't say anything. Ms. Kragt made a comment to her about how he was "helping" her wipe the tables. Child B was happy and not upset during the entire incident. He wanted to help her clean, and she was kneeling at the table with him. The other child present was sitting on the floor playing.

On 2/20/20 I spoke to Heather Hart, who was acting in place of program director Kristen Leep. She stated that child care staff members are permitted to use the soapy

water and water to clean the classroom while children are present. The soapy water is pink and in a clear bottle.

APPLICABLE RULE	
R 400.8125	Staff; volunteer; requirements.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	There is insufficient evidence that child care staff member Jennifer Kragt intentionally sprayed Child B in the face.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Child care staff have applied diaper cream to Child B without written permission from his mother to do so, causing a red rash to Child B.

INVESTIGATION: On 1/6/2020 I spoke to Child B’s mother. She stated that she has not provided diaper rash cream to the center nor has she signed a permission slip to apply diaper rash cream, yet she keeps getting notifications that Child B has had diaper rash cream applied. She stated this has been recorded on the “bright wheel” app at least three times over the past few weeks. On 1/6/2020, Child B’s mother sent me a screen shot documenting that Child B had diaper cream applied on 1/3/20.

I interviewed program director Kristen Leep. She provided a copy of a form called “Nonprescription medical treatment: consent form”. Child B’s mother signed the form to allow diaper cream to be applied to Child B and dated it 9/27/19. She added “A and D ointment” as the diaper cream. I was shown the ointment that was provided to the center. “Vitamin A and D Ointment” is the name of the diaper cream provided and it was labeled with Child B’s name.

APPLICABLE RULE	
R 400.8152	Medication; administrative procedures.
	(8) Topical nonprescription medication, including but not limited to diapering cream, triple antibiotic, sunscreen, and insect repellent, requires written parental authorization annually.
ANALYSIS:	Staff had prior written permission to apply diaper cream to Child B.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

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

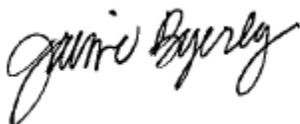


2/20/20

Mary Dufon
Licensing Consultant

Date

Approved By:



2/25/20

Jaime Byerly
Area Manager

Date