



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 5, 2020

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

RE: License #: DC820294560
Investigation #: 2020D0910003
Childtime Learning Center #0635

Dear Ms. Zoro:

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(11) Staff and Volunteers.

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

- I interviewed program director, licensee, licensee designee, caregivers, parents, children, or others with relevant information.
- I completed on-site inspections on the following dates: 11/01/2019.

As a result of this investigation, I recommend no change to the current license status. I did not find any violations. The special investigation report is attached.

I recommend no change to the current license status.

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](#).



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You will be sent two copies of this report. One is ***not for public disclosure*** and one is a ***redacted report***.

- The report marked ***not for public disclosure*** is for your records only. This copy may contain legally protected information. It must not be placed in your licensing notebook.
- **The report marked *redacted report* may have some legally protected information blacked out. The *redacted report* and any related corrective action plans must be placed in your licensing notebook. The *redacted 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](#).**

Sincerely,

A handwritten signature in cursive script, appearing to read "Ng".

Nicole Gibby, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 938-5874

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC820294560
Investigation #:	2020D0910003
Complaint Receipt Date:	10/17/2019
Investigation Initiation Date:	10/17/2019
Report Due Date:	12/16/2019
Licensee Name:	Childtime Childcare, Inc.
Licensee Address:	Suite 100 21333 Haggerty Road Novi, MI 48375
Licensee Telephone #:	(248) 675-4662
Administrator:	Tanya Zoro, Designee
Licensee Designee:	Tanya Zoro, Designee
Name of Facility:	Childtime Learning Center #0635
Facility Address:	19251 Mack Avenue Grosse Pointe Woods, MI 48236
Facility Telephone #:	(313) 886-6565
Original Issuance Date:	09/23/2008
License Status:	REGULAR
Effective Date:	09/23/2017
Expiration Date:	09/22/2019
Capacity:	83
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
<p>It is alleged that Child Care Staff Member 1 is being rough with Child A (three-year-old, male).</p> <p>It is reported that on 10/15/2019, Child Care Staff Member 1 slammed an unidentified child down on a cot by the door, the child laid down and went to sleep and did not visually appear to be upset.</p> <p>It reported that on 10/16/2019, Child A had a sleep sack bag over his head. The bag is described as a reusable canvas bag. It is reported that Child Care Staff Member 2 snatched the bag off of Child A head causing his head to jerk back a little. It is reported that Child Care Staff Member 2 threw the bag across the classroom.</p> <p>It is reported that on 10/16/2019, when Child A came home he had a bruise on his back, the cause is unknown. Child also had a crescent shaped nail print on his hand that he reported came from Child Care Staff Member 3. Child A reported that it made his hand "blink".</p>	No

III. METHODOLOGY

10/17/2019	Special Investigation Intake 2020D0910003
10/17/2019	Special Investigation Initiated – Telephone I spoke with [REDACTED], Department of Health and Human Services (DHHS).
10/17/2019	Contact- Telephone call made- I spoke with Ms. Robin Brown, Program Director.
10/18/2019	Contact- Document Received- I received an email from [REDACTED]
10/23/2019	Contact- Telephone call made- I spoke with [REDACTED] DHHS.
10/25/2019	Contact- Telephone call made- I spoke with [REDACTED] DHHS.

10/30/2019	Inspection Complete On-site I spoke with Ms. Jalyn Riggi, Assistant Program Director.
11/01/2019	Inspection Completed On-site I completed a joint inspection with [REDACTED] DHHS.
11/06/2019	Inspection Completed On-site- [REDACTED] and I met with Ms. Mignon Murray, District Manager.
11/06/2019	Contact- Telephone call made- I attempted to interview Child A Mother. I left a voicemail message.
11/07/2019	Contact- Telephone call received- I spoke with Child A Mother.
11/08/2019	Contact- Telephone call received. I spoke with [REDACTED] DHHS.
11/13/2019	Contact Telephone call received. I spoke with [REDACTED] DHHS.
11/14/2019	Contact- Document Received. I received an email from [REDACTED] DHHS.

ALLEGATION: It is alleged that Child Care Staff Member 1 is being rough with Child A (three-year-old, male).

It is reported that on 10/15/2019, Child Care Staff Member 1 slammed an unidentified child down on a cot by the door, the child laid down and went to sleep and did not visually appear to be upset.

It reported that on 10/16/2019, Child A had a sleep sack bag over his head. The bag is described as a reusable canvas bag. It is reported that Child Care Staff Member 2 snatched the bag off of Child A head causing his head to jerk back a little.

It is reported that Child Care Staff Member 2 threw the bag across the classroom. It is reported that on 10/16/2019, when Child A came home he had a bruise on his back, the cause is unknown. Child also had a crescent shaped nail print on his hand that he reported came from Child Care Staff Member 3. Child A reported that it made his hand “blink”.

INVESTIGATION: On 10/17/2019, I spoke with [REDACTED], Department of Health and Human Service (DHHS). She told me that she had to [REDACTED]

[REDACTED]

I spoke with Ms. Robin Brown, Program Director. She told me that she Child A Mother reported this incident to her. She explained that she was not aware of that Child A having a bruise on his back or that Child Care Staff Member 1 had been rough with Child A.

On 10/18/2019, I received an email from [REDACTED]

On 10/23/2019, I spoke with [REDACTED] DHHS. She told me that she was [REDACTED]

On 10/30/2019, I completed an unannounced on-site. I spoke with Ms. JayIn Riggi, Assistant Program Director. I reviewed the footage from Child A classroom. Ms. Riggi identified Child A, Child Care Staff Member 1. There was no sound in the video footage that I reviewed with Ms. Riggi. I observed Child A climbing on the window seal, crawling under the tables, and on the furniture in the classroom. Child A was playing with toys and the other children appeared to be napping.

Child Care Staff Member 1 walked over to Child A and had a conversation with him. Approximately one minute later Child A was observed climbing on the classroom furniture and began running in the classroom. Child Care Staff Member 1 engaged in a conversation with him, approximately one minute later Child A begin grabbing coats and a stuffed animal out of one of the children's cubbies where the children's coats are located. Child Care Staff Member removed the toy from Child A and placed it on top of the shelf. Child Care Staff Care Member grabbed Child A hand and guided him away from the coats.

Child A was observed playing in the window seal, Ms. Riggi walked into the classroom and immediately walked over to Child A. She kneeled down to Child A level and engaged in a conversation with him. Child A continued to climb in the window, Ms. Riggi picked Child A up under his arm and placed him on the floor. They walked out of the classroom together. I did not observe any interactions where Child Care Staff Member 1 was rough with Child A.

On 11/01/2019, I completed an onsite joint inspection with [REDACTED] DHHS. I spoke with Child Care Staff Member 2. She told me that she was not working in Child A classroom. Child Care Staff Member 2 explained that she was responsible for taking the lunch into Child A's classroom. While she was delivering the lunch, she observed Child A being very busy in the classroom. She told me that

Child A was climbing on the shelves, the chairs, under the cots, under the tables, and throwing shoes.

Child Care Staff Member 2 explained that she has never snatched or witnessed any child care staff member snatch a sleep sack bag off Child A head or any child in the classroom.

I spoke with Child Care Staff Member 1, she told me that she has had to pick Child A up on several times to ensure his safety. Child Care Staff Member 1 told me that she has never hurt Child A or any child in the classroom, she has never seen any mark or bruises on Child A or any child in the classroom, never grabbed Child A or any child by their neck, and never slammed any child onto the cot. Child Care Staff Member 1 denied ever putting a sleep sack bag on Child A head and snatching it off. She told me that she has never witnessed any other child care staff member put a bag over Child A head and snatch it off. She explained that Child A climbed up on the furniture and he is often disruptive.

According to Child Care Staff Member 1, there has not been incidents or reports completed where Child A has ever hurt himself or any other children. Child Care Staff Member 1 told me that she has sat him in the chair so that he would not harm himself. She explained that she has never slammed Child A in a chair or sat him down hard. Child Care Staff Member 1 told me that she has often had to call Ms. Riggi into the classroom for assistance with Child A. She stated that she was told by Child A Parents that if Child was having a bad day that she could contact them. She reported that she contacted Child A Father and he would not come to the phone and speak with his father. Child Care Staff Member 1 told me that she sent a message on *Brightwill*, which is a computer app that is used for the child care staff members to communicate with the children's parents.

I spoke with Child Care Staff Member 3. She stated that she has never put a mark or bruise on any child. She has never witnessed any child care staff member put a mark or bruise on any child in the classroom. She told me that if a child is in danger of harming themselves or has to be removed from an unsafe situation, she will grab the outside of their hand to ensure that the child is safe.

Child Care Staff Member 3 explained that Child A often did want to listen and they would allow him to do what he wanted however they would encourage him to participate with the group. She told me that Child A would climb on the counter and the sink in the play area. Child A would be redirected, if he didn't follow instructions, he would be assisted to ensure his safety.

Child Care Staff Member 3 reported that she has never observed any child care staff member slam a child down on a cot, treat Child A in a rough manner, or snatch a sleep sack off of Child A or any child's head in an inappropriate manner. Child Care

Staff Member 3 explained that the sleep sack bag is used to keep the children's blankets in.

I spoke with Ms. Riggi, Assistant Program Director, she reported that Child A Parent's arrived during naptime to pick Child A up from the child care center. She stated that Child A Parents calmly asked Ms. Kirskey to give them Child A things. Child A Mother reported that she observed Child A sleep sack bag being snatched off of his head while she was watching the live feed. Ms. Riggi reported that she did not see this happen in the classroom and stated that Child A back was not ripped and was in tack. Ms. Riggi explained that the cameras are in front of her at the desk. She didn't observe anything inappropriate. Ms. Riggi reported that Child A Mother told her that Child A was thrown on the cot. Ms. Riggi expressed that she was surprised that Child A Parents were disenrolling him because they never reported any concerns regarding Child A being handled inappropriately.

According to Ms. Riggi, Child A Parents would stop in sometimes and she would be called to the classroom when Child A was having a difficult time following instruction. The video footage was not available for [REDACTED] to review however, an appointment was made for 11/06/2019 to review the footage with Ms. Mignon Murray, District Manager.

The classroom was observed, it is an open classroom and you can stand anywhere in the classroom and visually observe children and child care staff members. The attendance records were reviewed from of 10/07/2019- 10/11/2019 and 10/14/2019- 10/16/2019. This attendance records documented the children's attendance and the child care staff present in Child A classroom. The attendance confirmed that Child Care Staff Member 1, Child Care Staff Member 2, Child Care Staff Member 3 were the child care staff members present in the classroom while Child A was in attendance in the classroom.

On 11/06/2019, a joint onsite inspection was completed to view the camera footage from 10/15/2019. The video footage showed the children during naptime. This was the footage that I reviewed on 10/30/2019. The video footage showed Ms. Williams coming into the classroom however Child A was not present. Child left the classroom with Ms. Riggi prior to Ms. Williams arriving to the classroom. The video did not show Child A having a sleep sack bag over his head or any child with a sleep sack bag over their head. Ms. Murray explained that the video is live feed loop footage and is only available for 3-7 days. She reported that when Child A Mother called there was only footage available from 10/16/2019. Ms. Murray told me that Ms. Brown, Program Director is out on medical leave.

I attempted to complete a telephone interview with Child A Mother. A voicemail message was left. On 11/07/2019, she reported that she watched the live feed video footage and was concerned with the way that Child A was being handled by Child Care Staff Member 1. Child A attended the child care center from 10/07/2019- 10/16/2019. She told me that on 10/09/2019, Child A was standing up on his cot and

Child Care Staff Member 1 grabbed him by one arm and snatched his cover from over his head. Child A Mother reported that on 10/10/2019, she has photos of Child A going around a table and Child Care Staff Member 1 is blocking Child A with her leg. Child A Mother explained that she observed a child care staff member with [REDACTED] hair pick Child A take Child A from one side of the classroom to the other side and pick him up by one arm. She told me that the majority of her concerns were viewed during naptime.

On 11/08/2019, I spoke with [REDACTED]

[REDACTED]

[REDACTED]

On 11/13/2019, I spoke with [REDACTED] DHHS. We discussed [REDACTED]

[REDACTED]

Care Staff Member 1 told me during her interview on 11/01/2019 that she would often have to remove Child A from situations so that he would not harm himself.

On 11/14/2019, I received an email correspondence from [REDACTED] DHHS. [REDACTED]

Child Care Staff Member 4 was identified as the child care staff member with the [REDACTED] hair. [REDACTED] reported that she completed a telephone interview Child Care Staff Member 4. She explained to [REDACTED] that she denies having interactions with Child A and reports that she probably picked Child A up under his arms if he was trying to harm himself. She reported to [REDACTED] that she does recall removing an extra adult chair that was near him. Child Care Staff Member 4 reports that Child A got upset and that she did try to sit him in a child size chair but as she went to pick him, Child A flung his arms. As a result, Child Care Staff Member 4 reported that she stood back and let him go. She reports that Child A picked up his head and arms and started moving himself from side to side. Ms. Johnson indicated that Child A was still upset so he decided to flip over a chair and rolled the rug up. She told [REDACTED] that she rolled the rug back out to avoid anyone from hurting themselves.

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:	Based on the interviews with [REDACTED] DHHS, Ms. Brown, Program Director, Ms. Riggi, Assistant Program Director, Child Care Staff Member 1, Child Care Staff Member 2, Child Care Staff Member 3, and Child A Mother, there is insufficient evidence to show that Child A did not receive appropriate care and supervision.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend the closure of this special investigation.



02/05/2020

Nicole Gibby
Licensing Consultant

Date

Approved By:



02/10/2020

Shirley D. Baskin
Area Manager

Date