



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

August 11, 2020

Kathleen Conroy  
Learning Care Group  
3916 52nd Street  
Kentwood, MI 49546

RE: License #: DC700393431  
RE: SI LOG #: 2020D0604012  
Childtime Learning Center  
163 Panther Drive  
Holland, MI 49424

Dear Ms. Conroy:

This letter is to advise you that the 08/06/2020 corrective action plan you submitted, regarding each rule violation cited in the recently completed Special Investigation Report, is approved.

You can find a copy of this corrective action approval letter and the associated report on our [website](#) under [Statewide Search for Licensed Child Care Centers and Homes](#). A description of each type of report and corrective action plans can be found under [Overview of Licensing Reports](#).

Violation cited	Noncompliance observed	Plan to correct	Date to be completed
400.8125(1)	<p>-Child care staff member CCSM1 did not provide appropriate care and supervision of Child A on 06/01/2020.</p> <p>-While the incident involving CCSM1 and Child A was occurring, no child care staff member was providing appropriate care and supervision of the other children in the classroom.</p>	<p>-Staff was retrained on positive guidance and direction. Members of management will do a Face to Name verification and classroom check four times a day and will ask if assistance is needed in any capacity. Walkie Talkies are being used for staff to call for assistance if it is needed in the classroom at any time.</p>	08/05/2020

400.8140(1)	CCSM1 did not use positive methods of discipline with Child A on 06/01/2020.	-Staff was retrained on positive guidance and direction. Members of management will do a Face to Name verification and classroom check four times a day and will ask if assistance is needed in any capacity. Walkie Talkies are being used for staff to call for assistance if it is needed in the classroom at any time.	08/05/2020
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It is expected that the corrective action plan will be implemented within the time frames as outlined in your plan.

A follow-up evaluation may be made to verify compliance. Should the corrections not be implemented in the specified time, it may be necessary to reevaluate the status of your license.

The office provides technical assistance to meet the licensing requirements and consultation to improve services. Please contact me with any questions. In the event that I am not available and you need to speak to someone immediately, you may contact the local office at (616) 356-0183.

Sincerely,



Rachel Arens, Licensing Consultant  
 Bureau of Community and Health Systems  
 Unit 13, 7th Floor  
 350 Ottawa, N.W.  
 Grand Rapids, MI 49503  
 (616) 916-5074