



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

September 30, 2020

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

RE: License #: DC410294545  
Investigation #: 2020D0604014  
Childtime Learning Center #0636

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 400.8140(1) Discipline.

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

- I interviewed the program director, licensee designee, child care staff member, and a witness.
- I completed on-site inspections on the following dates: 09/02/2020.

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

**R 400.8140(1) Discipline.**

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 10/25/2020. 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,



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

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC410294545
<b>Investigation #:</b>	2020D0604014
<b>Complaint Receipt Date:</b>	08/25/2020
<b>Investigation Initiation Date:</b>	08/25/2020
<b>Report Due Date:</b>	10/24/2020
<b>Licensee Name:</b>	Childtime Childcare, Inc.
<b>Licensee Address:</b>	Suite 100 21333 Haggerty Road Novi, MI 48375
<b>Licensee Telephone #:</b>	Unknown
<b>Administrator:</b>	Kathleen Conroy, Designee
<b>Licensee Designee:</b>	Kathleen Conroy, Designee
<b>Name of Facility:</b>	Childtime Learning Center #0636
<b>Facility Address:</b>	1901 E. Paris Kentwood, MI 49546
<b>Facility Telephone #:</b>	(616) 975-1955
<b>Original Issuance Date:</b>	09/29/2008
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/08/2019
<b>Expiration Date:</b>	04/07/2021
<b>Capacity:</b>	90
<b>Program Type:</b>	CHILD CARE CENTER

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
On 08/24/2020, child care staff member Hannah Case inappropriately disciplined Child A (male, 2 years) when she put her hands on him.	Yes

**III. METHODOLOGY**

08/25/2020	Special Investigation Intake 2020D0604014
08/25/2020	Special Investigation Initiated - Telephone I spoke with Program Director Jayne Johnson regarding the incident.
08/25/2020	Contact - Document Received Incident report received from Ms. Johnson.
08/26/2020	Contact - Telephone call made I spoke to the witness on the phone.
08/26/2020	Contact - Telephone call made Attempted to call Child A's Mother but was unable to reach her.
09/02/2020	Inspection Completed On-site Interviewed Ms. Johnson, District Manager Kathleen Conroy and Child Care Staff Member Hannah Case. Reviewed video of incident.
09/08/2020	Contact - Telephone call made Attempted to call Child A's Mother but was unable to reach her.
09/08/2020	Contact - Telephone call made Attempted to contact Child B, Child C and Child D's parents.
09/28/2020	Contact - Telephone call made Attempted to contact Child A, Child B, Child C and Child D's parents.
09/02/2020	Exit conference with Ms. Johnson and Ms. Conroy.

**ALLEGATION:** On 08/24/2020, child care staff member Hannah Case inappropriately disciplined Child A (male, 2 years) when she put her hands on him.

**INVESTIGATION:**

On 08/25/2020, I received a complaint that a child care staff member at the center had interacted in an inappropriate manner with a child in her care. I spoke with Program Director Jayne Johnson on the phone, who said child care staff member Hannah Case was seen inappropriately disciplining a child over a live feed video. The child care staff member grabbed the child by the arm and yanked him.

On 08/25/2020 Ms. Johnson sent the incident report which stated that a witness observed the forceful redirection of a child on the center's live video feed that same day. The witness contacted Child A's Mother, who also called Ms. Johnson to inquire about the incident. The incident report read, "The teacher grabbed the child and forcefully pulled his arm to sit in a chair." It went on to say that the child care staff member had asked the child several times to sit down, then she "grabbed his hand and guided him to sit down." The witness thought "the interaction was forceful."

On 08/26/2020 I spoke with the witness. She stated that she had been watching the live video feed on and off throughout the day. She saw the child care staff member interact with Child A. "One boy took a glove out of the trash. She took it away from him and grabbed him by the arm, lifted him up and then pulled him down roughly...I thought it was too rough for what a child care provider should be doing. It was definitely putting their hand on a child in a way that I wouldn't want if it was my child."

On 09/02/2020 I completed an unannounced on-site inspection at the center. I interviewed Ms. Johnson. She stated that the incident took place in the Early Preschool room, where Child A is currently transitioning to and where Ms. Case is the lead caregiver. Ms. Case was the only child care staff member in the room at the time of the incident. Ms. Johnson said that as far as she knows there were no marks on the child. "She was trying to redirect him, but it came across a little too forcefully." Ms. Johnson has never had any parent or staff express concerns for how Ms. Case interacts with children in the center, and she herself has not had concerns. Child A's Father came in for a meeting with Ms. Johnson and Ms. Case to talk about the incident. His dad expressed that he knew Child A could be "a handful" and he did not seem too concerned about the incident.

While at the center, I interviewed child care staff member Hannah Case. She said she has been the lead in the Early Preschool room for around 1 year, and has been working at the center around 2 years. She has known Child A since he was an infant. She said he's always been a very busy child. I asked if he was on a behavior plan and she said he was not because he's not aggressive, he's just "very busy." At the time of the incident, the room was finishing up snack and transitioning children through the bathroom. Ms. Case explained she was standing by the bathroom in the classroom and Child A was "tearing around the room, which is normal for him." She

asked him to sit down because he wasn't excused yet. "He kept running around and being loud. He destroyed his plastic cup." Ms. Case stated that Child A was not listening as she repeatedly asked him to sit back down. "I was getting frustrated at that point. I was trying to stop him in the moment. I made him sit down right there to take a minute, I didn't make him go back to his chair." She grabbed his hand and pulled him into a sitting position. "I didn't think it was too forceful in the moment. It didn't feel too forceful. I did see the video, and I could see that it looked more aggressive. It jolted him, I get that." Ms. Case said she had a meeting with Child A's Father and Ms. Johnson. "He said he didn't like how it was done, but he knows how Child A is and so he understood."

During my on-site inspection at the center, I spoke with District Manager Kathleen Conroy, who also showed me the recorded video of the incident. I reviewed the video of the incident. In the video, Child A is seen over by the counter. Ms. Case walks up and is seen talking to him. She grabs his forearm and he starts to move quickly away from her and she tugs on him. He falls hard back onto his bottom onto the floor, and Ms. Case walks away. Child A doesn't appear to cry or say anything. He sits for a moment and then gets up and resumes moving around the room. Ms. Conroy and Ms. Johnson said that they had both seen the video, and as a result of the incident Ms. Case was written up. She also has a written performance improvement plan due to "inappropriate discipline and redirection when she grabbed a child by the forearm to place him on the floor." She had to review the center's policy on positive guidance and redirection and meet with Child A's previous caregivers to establish guidance that has worked with him in the past.

On 08/26/2020, 09/08/2020 and 09/28/2020 I attempted to contact Child A's Mother. I was unable to reach her, and unable to leave a message as her voicemail was full. On 09/08/2020 and 09/28/2020 I attempted to call Child B's Mother, Child C's Mother and Child D's Father. I was unable to reach them and have not yet received a call back.

<b>APPLICABLE RULE</b>	
<b>R 400.8140(1)</b>	<b>Discipline.</b>
	<b>(1) Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.</b>
<b>ANALYSIS:</b>	Child care staff member Hannah Case did not use positive methods of discipline with Child A on 08/25/2020, when she grabbed him roughly and yanked him to the floor.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*Rachel Arens*

09/29/2020

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Rachel Arens  
Licensing Consultant

Date

Approved By:

*Katrice Sweet*

09/30/2020

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Katrice Sweet  
Area Manager

Date