



STATE OF MICHIGAN
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 LANSING

GRETCHEN WHITMER
 GOVERNOR

ORLENE HAWKS
 DIRECTOR

October 1, 2020

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

RE: License #: DC410294545
 RE: SI LOG #: 2020D0604014
 Childtime Learning Center #0636
 1901 E. Paris
 Kentwood, MI 49546

Dear Ms. Conroy:

This letter is to advise you that the 09/30/2020 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 |
|------------------------|--|---|-----------------------------|
| 400.8140(1) | Child care staff member 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. | All child care staff members will be retrained on positive redirection and discipline methods. Management will complete daily walk-throughs in classrooms to ensure compliance. Management will also complete regular, unscheduled camera observations of classrooms. | Beginning 10/01/2020 |

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,

A handwritten signature in cursive script that reads "Rachel Arens".

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