



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

January 14, 2021

Kathleen Conroy  
Childtime Childcare, Inc.  
3916 52nd Street SE  
Kentwood, MI 49512

RE: License #: DC700393431  
Childtime Learning Center  
163 Panther Drive  
Holland, MI 49424

Dear Ms. Conroy:

Attached is your renewal inspection report. You can find a copy of this renewal inspection report and any associated corrective action plans on our [website](#) under [Statewide Search for Licensed Child Care Centers and Homes](#). A description of when renewal inspection reports are completed can be found under [Overview of Licensing Reports](#).

During the renewal inspection on 01/14/2021, I found 3 violations listed below and explained in the attached report: listed below and explained in the attached report:

<b>R 400.8380(4)</b>	<b>Maintenance of premises.</b>
<b>R 400.8380(5)</b>	<b>Maintenance of premises.</b>
<b>R 400.8176(2)</b>	<b>Sleeping equipment.</b>

Due to the violations, you must send us a corrective action plan by 02/10/2021. 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.

Due to the infant safe sleep violation, all of your infant child care staff members must take training on infant safe sleep. This must be included in your corrective action plan. In addition, a follow up inspection may be made to check compliance with the infant safe sleep rules.

Upon receipt of an acceptable corrective action plan, a regular license will be issued. You will receive it in the mail.

<b>During calendar year 2020:</b>	<b>Total</b>
Number of serious injuries that occurred in facility.	<b>0</b>
Number of deaths that occurred in the facility.	<b>0</b>
Number of substantiated cases of abuse and/or neglect of a child that occurred at the facility.	<b>1</b>

Please 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.

Per MCL 722.113g, this report and any related corrective action plans must be filed in your Licensing Notebook.

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  
RENEWAL INSPECTION REPORT**

**I. IDENTIFYING INFORMATION**

**License#:** DC700393431

**Licensee Name:** Childtime Childcare, Inc.

**Licensee Address:** Suite 100  
21333 Haggerty Road  
Novi, MI 48375

**Licensee Telephone #:** (616) 796-6650

**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

**Capacity:** 88

**Age Range:** Ages Birth Thru 12 years

**Program Components:** GSRP  
TRANSPORTATION  
PRESCHOOL  
INFANT/TODDLER  
FOOD SERVICE  
BEFORE/AFTER SCHOOL

**II. METHODS OF INSPECTION**

Date of On-Site Inspection(s): 01/14/2021  
 Date of Environmental Health Inspection: 01/07/2021  
 Date of Fire Safety Inspection: 03/31/2018  
 Date of Lead Hazard Risk Assessment, if applicable: N/A  
 Date of Documentation of Playground Compliance, if applicable: 11/01/2018

		No. of Records Reviewed
No. of children enrolled in care	80	10
No. of staff employed	19	5
No. of volunteers	0	0
No. of children present at time of inspection	49	
No. of staff present at time of inspection	18	
No. of volunteers present at time of inspection	0	
No. of children interviewed/observed	49	
Persons Interviewed:	Licensee/Licensee Designee	<input type="checkbox"/>
	Program Director	<input checked="" type="checkbox"/>
	Caregiving staff	<input checked="" type="checkbox"/>

Approved Child Use Space: The entire building is approved, minus the laundry room, office space and kitchen.  
 Approved Program Director: Heather Hart  
 Approved Central Administrator: none  
 Approved Variances: none  
 Key Indicator Inspection: no

**III. DESCRIPTION OF FINDINGS & CONCLUSIONS**

This renewal inspection involved a review of all applicable child care center administrative rules and statutes. Verification of compliance included direct observations of the physical environment and the program, discussions with staff, and a review of the center’s records, including staff records and children’s records. Staff records include background checks and training information. Children’s records include child information cards, physical examination dates, and immunizations.

During the inspection, the center was found to be in compliance with all applicable rules and statutes except for the following violations:

**R 400.8176            Sleeping equipment.**

**(2) Heavy objects that could fall on a child, such as shelving and televisions, must not be above sleeping equipment.**

In the Infant 1 room, there was a cd player, several cd's, a box of Kleenex and a box of markers being stored on a narrow windowsill directly above a sleeping infant. In the Infant 2 room, there was a large, heavy emergency pack back being stored on a hook directly above a crib.

**R 400.8380            Maintenance of premises.**

(4) Floors, interior walls, and ceilings must be kept in sound condition, good repair, and maintained in a clean condition.

Throughout the center the interior walls and floors are not being kept in good repair. In the Two's classroom there is a significant hole in the wall which is accessible to children. In the Infant 1 room the carpet is duck taped and peeling up, exposing nail heads which are sticking out of the floor and are hazardous. In the Pre-K GSRP room there are holes in the wall and screws sticking out of the wall in the bathroom. The plaster is cracking and breaking in multiple places.

**R 400.8380            Maintenance of premises.**

(5) There must be no flaking or deteriorating paint on interior and exterior surfaces or on equipment accessible to children.

Throughout the center the interior walls have flaking and deteriorating paint. It is significant in the Pre-K GSRP room and the Preschool classrooms, but is also seen in the Infant 1 room and in the Toddler room.

Technical Assistance:

- The hot water in the building must be measured and adjusted as needed, not to exceed 120 degrees Fahrenheit.
- Some of the sleeping mats in the Toddler 1 room and Preschool room are cracking and getting holes in the edges.
- The storage corner in the Pre-K GSRP classroom should be re-organized to manage some of the clutter.

#### IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, I recommend the issuance of a regular license.



01/14/2021

---

Rachel Arens  
Licensing Consultant

Date