



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

REDACTED REPORT

January 4, 2022

Brooke Boone
KinderCare Education LLC
1840 Latson Rd.
Howell, MI 48843

RE: License #: DC390019252
Investigation #: 2022D0248005
KinderCare Learning Center #1182

Dear Ms. Boone:

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 Staff; volunteer; requirements.

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

- I interviewed program director, child care staff members and parents.
- I completed on-site inspections on the following date: 11/17/2021.

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.

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"/>

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](#).

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 (517) 284-9730.

Sincerely,



Jennifer Blake, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(269) 615-5347

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC390019252
Investigation #:	2022D0248005
Complaint Receipt Date:	11/17/2021
Investigation Initiation Date:	11/17/2021
Report Due Date:	01/16/2022
Licensee Name:	KinderCare Education LLC
Licensee Address:	Ste 1400 650 NE Holiday Street Portland, OR 97232-2096
Licensee Telephone #:	Unknown
Administrator:	Brooke Boone, Designee
Licensee Designee:	Brooke Boone, Designee
Name of Facility:	KinderCare Learning Center #1182
Facility Address:	3939 W Main Street Kalamazoo, MI 49006
Facility Telephone #:	(269) 385-0115
Original Issuance Date:	12/15/1998
License Status:	REGULAR
Effective Date:	02/02/2020
Expiration Date:	02/01/2022
Capacity:	120
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child care staff member Adelle Deakin noticed an unexplained bruise and swelling on Child A's head on 11/12/2021.	No

III. METHODOLOGY

11/17/2021	Special Investigation Intake 2022D0248005
11/17/2021	Special Investigation Initiated - On Site 12:15 PM with [REDACTED] [REDACTED] Interviewed Program Director Lauren Rybak and child care staff members Chris Kubiak, Adelle Deakin, Jessica Damer, Makayla Berry, and Rachel Stenson.
11/17/2021	Contact - Telephone call made Interviewed Child A's Mother
12/06/2021	Contact - Telephone call made Interviewed Child B's Mother, Child C's Mother and Child D's Mother
12/16/2021	Contact - Telephone call made with [REDACTED]
12/29/2021	Exit Conference with Program Director Lauren Rybak

ALLEGATION: Child care staff member Adelle Deakin noticed an unexplained bruise and swelling on Child A's head on 11/12/2021.

INVESTIGATION: On 11/16/2021, I received an email from Program Director Lauren Rybak to follow up on an incident that she contacted me about on 11/12/2021. Ms. Rybak had reported that child care staff member Adelle Deakin noticed a bruised area on the side of Child A's head along with some swelling. Staff notified Child A's Mother immediately [REDACTED]. Staff members looked back through pictures on the Brightwheel App and noticed on 11/10/2021, a small amount of swelling on the side of Child A's face but no bruising. [REDACTED]

[REDACTED] However child care staff members are not aware of any injuries that may have occurred while Child A was in care.

I interviewed Child A's Mother on 11/17/2021. Child A's Mother reported that she was notified on 11/12/2021, by the child care center that they noticed an abnormal bruise and swelling on Child A's head. The center sent a video to her via the Brightwheel app that showed the area that was bruised and how the swelling seemed "soft to the touch." Child A's Mother stated [REDACTED]

[REDACTED] and went to pick up Child A.

[REDACTED] Child A's Mother stated that she could not recall any injuries that may have happened at the home, and that Child A was just starting to crawl. Additionally, Child A's Mother reported that she believed the center handled everything appropriately and described them as "fantastic." Child A's Mother reported that she has no concerns with the care and supervision provided.

On 11/17/2021, I conducted an unannounced onsite inspection with [REDACTED] I interviewed Program Director Lauren Rybak, child care staff members Chris Kubiak, Adelle Deakin, Jessica Damer, Makayla Berry, and Rachel Stenson. Program Director Lauren Rybak reported that on the week leading up to 11/12/2021, no one reported noticing any temperamental changes in Child A, or abnormal crying. Ms. Rybak stated that Child A just began crawling and pulling up on the furniture and described her as "fiery" and wanting to "just move." [REDACTED] asked if the recordings of Child A's napping and eating appeared normal. After reviewing the week of 11/08/2021, it appeared that all meals, and nap times were normal. [REDACTED] also asked if there were any concerns with the any staff in the infant room and Ms. Rybak reported no concerns from staff or parents.

Child care staff member Chris Kubiak reported that she was in another room when child care staff member Adelle Deakin brought Child A to her to show her the swelling and bruising on Child A's head. Ms. Kubiak instructed Ms. Deakin to contact Child A's Mother by sending her a message on Brightwheel, then after Ms. Rybak arrived and observed Child A's head, she had Ms. Deakin contact Child A's Mother via phone. Child A's Mother called back immediately and was already on her way to come pick up Child A to take her to the doctor.

[REDACTED] I interviewed child care staff member Adelle Deakin, who is the lead caregiver in the infant room and typically Child A's primary caregiver. Ms. Deakin reported that prior to finding the injury, she did not recall anything abnormal with Child A, her temperament or her behavior. Ms. Deakin said that she was rocking

Child A to put her down for a nap and as she was stroking her head, she noticed a “squishy” area on the left side of her head. Ms. Deakin immediately had the other child care staff members in the infant room, and toddler room look at Child A’s head and ask if they had noticed anything. All staff members reported that they had not seen anything happen to Child A that may cause the injury. Ms. Deakin then took Child A to Ms. Kubiak and then contacted Child A’s Mother who immediately wanted to come get Child A. Ms. Forward asked Ms. Deakin if there was anything else concerning that happened with Child A leading up to 11/12/2021, and Ms. Deakin reported that Child A had a nosebleed “a few days prior.” There was an incident report completed for the nosebleed. Ms. Deakin reported that “a few other times, Child A had some “bloody boogers”, but no other nosebleeds and the incidents were not close together. [REDACTED] asked Ms. Deakin if she had any concerns with the care of children by any staff members, to which she reported that she did not.

Child care staff member Jessica Damer stated that she arrived to the center after the incident happened on 11/12/2021 so she was not aware of the incident. However, Ms. Damer had worked with Child A on 11/10/2021, and was present the day of the bloody nose. There was not anything that lead to the injury and Ms. Damer stated that she thought it may be just the dry air but wanted to still write an incident report. Ms. Damer reported that on 11/10/2021, they noticed just one or two drips of blood in one nostril, wiped it off and the bleeding stopped. Ms. Damer reported that she did not have any concerns with any staff at the center. [REDACTED] asked Ms. Damer if Child A has had any injuries or bumped her head recently. Child A has started sitting up on her own recently, and rolling over to crawl, then in the past two weeks, she has started pulling up and trying to walk. Ms. Damer explained that staff in the infant room will regularly sit down with the children that are starting to be mobile and pull up to keep them from tumbling or injuring themselves.

Child care staff member Makayla Berry reported that she was present in the room on 11/12/2021, when Ms. Deakin found the injury on Child A. Ms. Deakin was trying to put Child A down for a nap and was rubbing her head. Ms. Berry explained that you could not see an injury, but she could feel that Child A’s head was “squishy” and seemed like it was “filled with fluid.” There was nothing abnormal leading to the discovery of the injury and Child A was not acting any different that she normally does. Ms. Berry reported that the Child A recently started pulling herself up and crawling or trying to stand and hold herself up. She stated that Child A really likes to move and gets very frustrated when she cannot get where she wants. Staff will put pillows down around her as soon as she starts standing to try to keep her from being injured or falling on the tile. Ms. Berry reported having no concerns with any staff members care and supervision.

Child care staff member Rachel Stenson was in the toddler room on the day that Ms. Deakin discovered the injury on Child A’s head. The rooms share a half wall and diapering area, so staff can see between each room. Ms. Stenson stated that from what she saw on 11/12/2021, Child A seemed happy and normal. Ms. Deakin brought Child A over and asked if she felt the “squishy area” on Child A’s head was

abnormal. Ms. Stenson reported that she had not noticed anything out of the ordinary and had no concerns with staff members or their care and interaction with children.

On 11/17/2021, [REDACTED] I inspected the infant room and observed the area where children play. The room had tile floor, and the play area where children play had a rug underneath and a several boppy pillows and infant seats. Child care staff member Adelle Deakin showed [REDACTED] and I various photos from the Brightwheel app of Child A sitting with pillows around her, and some of her standing while holding the shelves with a staff member sitting next to her actively watching. We also observed the photo from 11/10/2021, the photo from 11/12/2021 and the video from 11/12/2021. In the video, [REDACTED] I observed an area on the left of Child A's head that appeared to have a liquid under the skin when it was touched and some redness was visible.

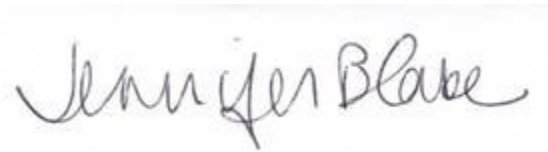
On 12/06/2021, [REDACTED] I interviewed Child B's Mother, Child C's Mother and Child D's Mother. All parents reported that they had no concerns with the care and supervision provided at the child care center. Child B's Mother added that she is always informed if anything happens at the child care center. Child C's Mother added that her child "loves daycare" and gets more bumps and bruises at home than at the center.



APPLICABLE RULE	
R 400.8125	Staff; volunteer; requirements.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	There is no evidence to suggest that staff did not provide appropriate care and supervision to Child A. Child A's Mother, Child B's Mother, Child C's Mother and Child D's Mother reported having no concerns with the care and supervision provided at the child care center.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change to license status.

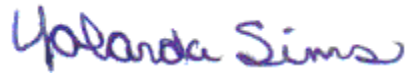


1/4/2022

Jennifer Blake
Licensing Consultant

Date

Approved By:



1/4/2022

Yolanda Sims
Area Manager

Date