



STATE OF MICHIGAN  
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
 LANSING

GRETCHEN WHITMER  
 GOVERNOR

ORLENE HAWKS  
 DIRECTOR

January 19, 2022

Cheryl Tasanoff  
 KinderCare Education LLC  
 KinderCare Learning Center #1242  
 1840 Latson Rd.  
 Howell, MI 48843

RE: License #: DC820019903  
 Investigation #: 2022D0932005

Dear Ms. Tasanoff:

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 400.8112(3) Comprehensive background check; fingerprinting.
- R 400.8140(1) Discipline.

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

- I interviewed the person who made the complaint, program director, child care staff members (CCSM), parents.
- I completed on-site inspections on the following dates: November 29, 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.

<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 (517) 284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Janeiro Byrd".

Janeiro Byrd, Licensing Consultant  
Department of Licensing and Regulatory Affairs  
Child Care Licensing Bureau  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
Office: (517) 284-9730  
Cell: (313) 268-8581  
Fax: (517) 763-0217

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC820019903
<b>Investigation #:</b>	2022D0932005
<b>Complaint Receipt Date:</b>	11/18/2021
<b>Investigation Initiation Date:</b>	11/18/2021
<b>Report Due Date:</b>	01/17/2022
<b>Licensee Name:</b>	KinderCare Education LLC
<b>Licensee Address:</b>	Ste 1400 650 NE Holiday Street Portland, OR 97232-2096
<b>Licensee Telephone #:</b>	Unknown
<b>Administrator:</b>	Cheryl Tanasoff, Designee
<b>Licensee Designee:</b>	Cheryl Tanasoff, Designee
<b>Name of Facility:</b>	KinderCare Learning Center #1242
<b>Facility Address:</b>	4900 Evergreen Dearborn, MI 48128
<b>Facility Telephone #:</b>	(313) 441-1462
<b>Original Issuance Date:</b>	N/A
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/10/2020
<b>Expiration Date:</b>	10/09/2022
<b>Capacity:</b>	113
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Child care staff member, Dejenne Toles, was working in the classroom unsupervised before background check was cleared.	No
Child A (three-year-old male) placed in time out continuously.	No

## III. METHODOLOGY

11/18/2021	Special Investigation Intake 2022D0932005
11/18/2021	Special Investigation Initiated - Telephone I interviewed Child A's Mother.
11/29/2021	Inspection Completed on Site 10:00 a.m. – 11:00 a.m. I interviewed program director, Hollie Bentley.
12/06/2021	Contact - Telephone call made I interviewed CCSM, Teresa Lampkin.
12/06/2021	Contact - Telephone call made I left a message for CCSM, Jannot Shlaibah.
12/07/2021	Contact - Telephone call made I left a message for CCSM, Suhad Abed.
12/07/2021	Contact - Telephone call made I left a message for CCSM, Dejenne Toles.
12/07/2021	Contact - Telephone call made I left a message for CCSM, Brittany Buchanan.
12/07/2021	Contact - Telephone call made I left a message for CCSM, Sara Hazime.
12/07/2021	Contact - Telephone call received I interviewed Ms. Abed.
12/07/2021	Contact - Telephone call received I interviewed Ms. Shlaibah.
12/07/2021	Contact - Telephone call made I left message for Child C's Mother.

12/07/2021	Contact - Telephone call made I left message for Child D's Mother.
12/28/2021	Contact - Telephone call made I interviewed CCSM, Dejenne Toles.
01/04/2022	Contact - Telephone call made I interviewed Brittany Buchanan.
01/11/2022	Exit conference with Hollie Bentley.

**ALLEGATION: Child care staff member, Dejenne Toles, was working in the classroom unsupervised before background check was cleared.**

**INVESTIGATION:** On 11/18/2021, I interviewed Child A's Mother. On 11/17/2021, the day in question, Child A's Mother was in the office meeting with program director, Hollie Bentley. Child A's Mother heard Child A's (three-year-old male) name being yelled while in the office and immediately headed to his classroom. She wanted to know why she heard Child A's name being called two classrooms down from the office. Child A's Mother said child care staff member, Dejenne Toles, was working in the classroom alone. There was another staff member nearby cleaning up in another classroom. Child A's Mother was later made aware by a witness that Ms. Toles should have not been left unsupervised because she was recently hired, and fingerprints had not been cleared to work unsupervised.

On 11/29/2021, I conducted an unannounced onsite inspection and interviewed Ms. Bentley. She said on 11/17/2021, around 6:00 p.m., Child A's Mother and a friend arrived to pick up Child A. While in the office, Child A's Mother heard Child A's name being called and stormed out of the office. His name was called along with "no", firm but not aggressive. Ms. Bentley followed behind them to the classroom. CCSM, Suhad Abed, was standing at the gate in the classroom gesturing for Ms. Bentley while holding Child B's hand. Child A was sitting at the table with a toy. Child A's Mother yelled asking what happened. She grabbed Child A by the hand and stated she was disenrolling him. She stated she should not hear Ms. Aded up front yelling his name. Ms. Abed was trying to explain what happened while Child A's Mother asked for Child A's belongings. Ms. Bentley stayed behind and asked Ms. Abed what happened. Ms. Abed explained, Child A and Child B were sitting at the table playing with toys. Child A hit Child B across the face. Ms. Abed observed what happened while she was vacuuming the floor. Ms. Abed called Child A's name. Ms. Toles was also in the classroom but not with the children. Her fingerprints were not cleared to work unsupervised, so she was in the classroom with Ms. Abed.

On 12/07/2021, I interviewed Ms. Abed. During the day in question, Ms. Abed stated that Ms. Toles was in the classroom with her. She was never left unsupervised. Ms. Abed was trying to get Child's A attention after he hit Child B across the face, she never yelled at Child A.

On 12/28/2021, I interviewed Ms. Toles. She was not near Ms. Abed and Child A's Mother on the day in question. Child A's Mother never asked her anything regarding Child A's name being called. Ms. Toles never heard Ms. Abed yell at a child or Child A.

On 1/4/2022, I interviewed Witness. Witness never observed Ms. Toles working alone. Witness denied speaking with Child A's Mother regarding Ms. Toles background check status. Witness stated that (CCSM's) are not allowed to work unsupervised.

A review of the child care back ground check system shows that Ms. Toles was cleared to work unsupervised as on 11/09/2021.

<b>APPLICABLE RULE</b>	
<b>R 400.8112</b>	<b>Comprehensive background check; fingerprinting.</b>
	(3) An individual may serve as a child care staff member pending an eligibility determination by the department under section 5n(8) of the act, MCL 722.115n, and shall be supervised at all times by the licensee or a child care staff member who has been determined eligible.
<b>ANALYSIS:</b>	Ms. Toles was supervised at all times while her background check results were pending. As of 11/09/2021, Ms. Toles was determined to be eligible by the department.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: Child A (three-year-old male) placed in time out continuously.**

**INVESTIGATION:** On 11/18/2021, I interviewed Child A's Mother. Child A's Mother stated that Child A is placed in time out by Ms. Bentley more than anyone else. The last two months Ms. Bentley called Child A's Mother almost every afternoon regarding Child A's behavior. Child A's Mother stated in the past (CCSM's) or the previous program director never called about his behavior. Ms. Bentley only calls Child A's Mother once the A.M. (CCSM's) leaves for the day. Ms. Bentley calls because Child A is violent in the afternoon and Child A's Mother would have to come and pick him up. It was alleged that Child A kicked Ms. Hazime once in the afternoon, but an incident report was never provided to Child A's Mother. Recently, Child A was placed in time out by Ms. Bentley with nothing to do at the table. Child A was asked to get up from the table and join the rest of the class. Ms. Bentley told

him to sit back down because he misbehaved. It was explained to Child A's Mother that Child A is not supposed to sit at the table without anything to do. However, Ms. Bentley wanted Child A to sit longer because he hit someone.

On 11/29/2021, I interviewed Ms. Bentley. She stated that Child A was having challenges with behavior in the class towards students and teachers. She has made several phone calls to Child A's Mother and has sent him home twice. She felt like they were on the same page. One day she was walking through the pre-kindergarten room to gather a child for a parent. Child A was punching a child, so she told him to go find something to do. She did not follow through to see where Child A went. (CCSM) Brittany Buchanan walked pass the room and told Child A to join the children on the carpet. Ms. Bentley heard Ms. Buchanan tell Child A to go back and listen to the story. She came to the room and informed her that Child A was not using "nice hands" and was not ready to re-join the group. Child A went to the table on his own. Ms. Buchanan told her that he could not sit without anything to do at the table. Ms. Bentley realized she failed to go back and follow up after she assisted the parent.

On 11/17/2021, Child A's Mother and godmother arrived to pick up and asked if they could speak with her regarding his behavior. Child A's Mother felt he was being placed in time out quite often. She ended up withdrawing Child A from the center after hearing his name being called while she was in the office. Ms. Bentley provided Child A's godmother with an explanation of what happened while she waited up front for the rest of his belongings.

On 12/6/2021, I interviewed (CCSM) Teresa Lampkin. She stated there were issues with Child A's behavior. Within the first week of Ms. Bentley working, Child A kicked and hit her. The following day, Ms. Bentley told Ms. Lampkin what happened. Ms. Lampkin started noticing changes in Child A's behavior with her during the morning. Child A was spitting and calling the other children names. Ms. Buchanan mentioned to Ms. Lampkin that Child A had been spending time with other family members. Around Halloween, his behavior worsened due to him watching scary movies and acting out in class. Most of this behavior occurred in the evening after she left so she did not talk to Child A's Mother about it. Ms. Bentley told Ms. Lampkin that she only called Child A's Mother twice about his behavior. Child A's Mother felt there was no structure in the evening. Ms. Lampkin stated that Ms. Bentley was not singling Child A out. Ms. Abed is very soft spoken and if she raised her voice, it was only to prevent a child from hurting another child.

On 12/7/2021, I interviewed Ms. Abed. Child A hit a Child B in the face for no reason. She called out Child A's name and "no" while Child B walked away from the table crying. Child A's Mother came to the classroom asking why Child A's name was yelled. Ms. Abed never talked to Child A's Mother. She gathered his belongings and left.

On 12/7/2021, I interviewed (CCSM) Jannot Shlaibah. She has never had a problem

with Child A. She has not observed him being mistreated by anyone. During naptime his behavior became challenging because he would sometimes nap and sometimes, he would not. Child A would lie on his cot and scream. She observed Child A hit Ms. Bentley telling her to mind her own business. He would state he would tell his daddy on her if she asked him to do something. He called the other children names for no reason. Child A would knock their things down or bricks when building.

<b>APPLICABLE RULE</b>	
<b>R 400.8140</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>	Positive methods of discipline were used that encourage self-control, self-direction, self-esteem, and cooperation were used with Child A. He was sent home twice for his behavior and his mother was called in efforts to help control his behavior.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

#### IV. RECOMMENDATION

I recommend no change in the status of the license.



January 19, 2022

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Janeiro Byrd  
Licensing Consultant

\_\_\_\_\_  
Date

Approved By:



January 19, 2022

\_\_\_\_\_  
LaTanya Ellington  
Area Manager

\_\_\_\_\_  
Date