



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

July 6, 2022

Brooke Boone  
KinderCare Education LLC  
4900 Evergreen  
Detroit, MI 48126

RE: License #: DC390019252  
Investigation #: 2022D0401010  
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(1) Staff; volunteer; requirements.  
R 400.8152(4) Medication; administrative procedures.

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

- I interviewed the program director, child care staff members and parents.
- I completed on-site inspections on the following dates: 5/25/2022 and 5/27/2022.

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

**R 400.8152(4) Medication; administrative procedures.**  
**R 400.8152(9) Medication; administrative procedures.**

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 7/25/2022. 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 (517) 284-9730.

Sincerely,



Rebecca Wagster, Licensing Consultant  
 Child Care Licensing Bureau  
 611 W. Ottawa Street  
 P.O. Box 30664  
 Lansing, MI 48909  
 (269) 615-6055

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC390019252
<b>Investigation #:</b>	2022D0401010
<b>Complaint Receipt Date:</b>	05/24/2022
<b>Investigation Initiation Date:</b>	05/25/2022
<b>Report Due Date:</b>	07/23/2022
<b>Licensee Name:</b>	KinderCare Education LLC
<b>Licensee Address:</b>	Ste 200 5005 Meadows Road Lake Oswego, OR 97035
<b>Licensee Telephone #:</b>	(269) 385-0115
<b>Administrator:</b>	Brooke Boone, Designee
<b>Licensee Designee:</b>	Brooke Boone, Designee
<b>Name of Facility:</b>	KinderCare Learning Center #1182
<b>Facility Address:</b>	3939 W Main Street Kalamazoo, MI 49006
<b>Facility Telephone #:</b>	(269) 385-0115
<b>Original Issuance Date:</b>	12/15/1998
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	02/02/2022
<b>Expiration Date:</b>	02/01/2024
<b>Capacity:</b>	120
<b>Program Type:</b>	CHILD CARE CENTER

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Child A has been diagnosed with a yeast infection. Child A has been prescribed Nystatin 3x a day as well as Aquaphor and Neosporin. He requires antibacterial treatment throughout the day in front of his neck and groin area. There are concerns that staff at the child care are not in compliance with Child A's medication requirements. There are also concerns that staff at the child care are not using necessary warm cloth or paper towel to properly clean the infected area.	No
Additional Findings	Yes

**III. METHODOLOGY**

05/24/2022	Special Investigation Intake 2022D0401010
05/25/2022	Special Investigation Initiated - On Site 12:15 p.m.- 1:15 p.m. Interviewed Program Director Taylor Brown
05/27/2022	Inspection Completed On-site 12:00 p.m. - 1:30 p.m. Interviewed Program Director Taylor Brown and Lead Caregiver Jessica Damer
06/14/2022	Contact - Telephone call made Lead Caregiver Kristen Launis - left message.
06/16/2022	Contact - Telephone call made Child B's Mother
06/16/2022	Contact - Telephone call made Child C's Mother
06/23/2022	Contact - Telephone call made Child D's Mother - left message

06/24/2022	Contact - Telephone call made Lead Caregiver Kristin Launis
06/24/2022	Contact - Telephone call made Program Director Taylor Brown
06/24/2022	Contact - Telephone call made Child A's Mother. Received automated voice message stating that the mailbox is full.
06/27/2022	Contact - Telephone call made Child A's Mother. Received automated voice message stating that the phone number is unreachable.
06/27/2022	Contact - Telephone call made Child D's Mother - left message
06/27/2022	Contact – Telephone call received Child D's Mother
06/27/2022	Inspection Completed-BCAL Sub. Compliance
07/06/2022	Exit Conference Program Director Taylor Brown

**ALLEGATION: Child A has been diagnosed with a yeast infection. Child A has been prescribed Nystatin 3x a day as well as Aquaphor and Neosporin. He requires antibacterial treatment throughout the day in front of his neck and groin area. There are concerns that staff at the child care are not in compliance with Child A's medication requirements. There are also concerns that staff at the child care are not using necessary warm cloth or paper towel to properly clean the infected area.**

**INVESTIGATION:** I made unscheduled onsite inspections at KinderCare Learning Center on 5/25/2022 and 5/27/2022 and interviewed program director Taylor Brown and lead caregiver Jessica Damer.

Taylor Brown informed me that Child A is currently enrolled in their infant classroom and has had ongoing medical issues with his neck and groin area. Child A's Mother signed a medication authorization form on 4/18/2022, however, did not bring in the medications until a later date. On or about 4/27/2022, Child A's Mother brought in a prescription cream called Nystatin. According to Ms. Brown, the prescription label indicated that the cream is to be applied three times a day from 4/14/2022 until 4/27/2022. Nystatin was applied to Child A on 4/27/2022 and then returned to Child A's Mother. Nystatin was not provided to them again until 5/19/2022 along with written documentation from the physician. Aquaphor and diaper rash cream were provided by Child A's Mother on 5/18/2022. The center never received Neosporin from Child A's Mother.

Taylor Brown showed me email correspondence between Child A's Mother and herself. On 4/27/2022, Ms. Brown emailed Child A's Mother indicating that the rash has been ongoing for the previous three weeks and is getting worse. Ms. Brown requested that Child A's Mother provide the center with a cream and instructions from a physician as the rash is causing Child A discomfort during diaper changes. Child A's Mother responded that she "forgot to bring in cream" and provided instructions to apply Nystatin and diaper rash cream over the affected area. Child A's Mother also stated to keep the area dry and "be careful with the wipes."

Further instruction from Child A's Mother was not provided until 5/9/2022. The email from Child A's Mother to Ms. Brown stated that the center should apply Nystatin around noon and that she would apply it to Child A in the morning and evening. Child A's Mother instructed to not use wipes until the infection is gone and to use a warm, damp cloth to clean the area instead. Ms. Taylor informed me that she replied to Child A's Mother verbally later that day. She explained to Child A's Mother that they no longer have Nystatin and that she must provide the center a new supply.

Taylor Brown informed me that Child A's Mother is under investigation for medical neglect by Linh Doan from another department, and believes allegations were made against her center to protect herself. According to Ms. Brown, Child A's Mother did not express any concern to them prior to the investigation.

Ms. Brown showed me documentation completed by staff indicating that Nystatin, Aquaphor and diaper rash cream were applied to Child A after medication was received on 5/19/2022.

I observed the medications stored in the infant classroom on 5/27/2022. Nystatin, Aquaphor and diaper rash cream were found in a bin with Child A's name on it. There were not any tubes of Neosporin observed in the classroom. Nystatin did not

contain a prescription label; therefore, I was not able to confirm date of prescription or dosage requirements.

Jessica Damer is a lead caregiver in the infant room. Ms. Damer informed me that Child A's Mother brought in Nystatin on 4/27/2022 and an additional tube of diaper rash cream on 5/18/2022. Although Child A's Mother never provided staff with any instructions, the center already had diaper rash cream and Aquaphor for Child A and was applying those medications to him all along as needed. Ms. Damer stated that Child A's Mother never supplied the center with Neosporin. Staff were not informed about the request to use wet paper towel or cloth instead of wipes until last week. Child A has been on antibiotics and has loose stool. Staff change his diaper hourly. Since 5/19/2022, staff were applying Nystatin to Child A's rash twice daily. Although Child A's Mother originally asked staff to apply Nystatin once daily, she later asked that they apply it once between 11:00 a.m. and 12:00 p.m. and again between 3:00 p.m. and 4:00 p.m. Child A's Mother has asked that staff apply diaper rash cream over the Nystatin. Staff also applies diaper rash cream to Child A during additional diaper changes and Aquaphor to his neck.

I spoke on the telephone with Kristin Launius on 6/24/2022. Ms. Launius is a co-lead caregiver in the infant room. Ms. Launius is currently working at the child care center part-time and was uncertain of the dates Child A's Mother dropped off Nystatin. Ms. Launius informed me that Child A's Mother originally brought Nystatin for Child A on or about 4/25/2022. Staff applied Nystatin to Child A twice a day until it expired. Even though it was close to expiration date, Ms. Launius recalled removing the foil, therefore concluding that it was unused prior to being dropped off at the center. It took a while before Child A's Mother brought in a new prescription of Nystatin. Staff asked her several times, however, she kept forgetting it or stated that his rash was improving and is no longer needed. Staff also applied the diaper rash cream and Aquaphor to Child A. Although staff had asked Child A's Mother for the Neosporin, she never provided any to the center. Ms. Launius also indicated that staff switched from wipes to wet cloth/paper towel when Child A's Mother made that request.

I spoke on the telephone with program director Taylor Brown on 6/24/2022. She informed me that Child A's Mother has two additional children that attend the child care center. Child A's Mother has a history of telling staff to apply/administer medication, however, does not supply them with the medication. Child A's sibling was diagnosed with an ear infection last week. Child A's Mother told Ms. Brown that he is on antibiotics twice a day, however, she will administer it to him at home. Days later, Child A's Mother brought in the prescription and asked staff to administer one time a day. The medication has been left at the child care center since. According to Ms. Brown, the prescription states to administer three times daily and Child A's Mother has yet to take the medication back home to administer the other two doses.

I called Child A's Mother on 6/24/2022 and 6/27/2022, however, was not able to reach her.

I spoke on the telephone with Child B's Mother and Child C's Mother on 6/16/2022 and Child D's Mother on 6/27/2022. The child care center has administered medication to all three of these children. All of the parents interviewed felt that staff administered the medication appropriately and did not express any concerns. Child D's Mother informed me that staff were helpful and went above and beyond her expectations.

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff; volunteer; requirements.</b>
	<b>(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.</b>
<b>ANALYSIS:</b>	Staff were changing Child A's diapers frequently and cleaning the affected areas. Child A's Mother did not instruct the center to discontinue using wipes until 5/9/2022. At that time, staff used wet cloth or paper towel to clean the area. Diaper rash cream and Aquaphor were applied frequently to the affected areas. Child A's Mother never provided the center with Neosporin.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.8152</b>	<b>Medication; administrative procedures.</b>
	<b>(4) Prescription medication must have the pharmacy label indicating the physician's name, child's first and last name, instructions, name and strength of the medication, and must be given according to those instructions.</b>
<b>ANALYSIS:</b>	Nystatin was applied and then returned to Child A's Mother when it expired on 4/27/2022. Although staff frequently asked Child A's Mother for additional medication, she did not bring them any until 5/19/2022. Since 5/19/2022, staff have been applying Nystatin to Child A twice a day per Child A's Mothers request.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>



**ADDITIONAL FINDINGS:**

**INVESTIGATION:** Nystatin is a prescription medication. During the onsite inspection I observed the medication to have Child A's name written on it, however, there was no pharmacy label. Ms. Brown informed me that the pharmacy label was on the box, and she did not know where the box was located.

<b>APPLICABLE RULE</b>	
<b>R 400.8152</b>	<b>Medication; administrative procedures.</b>
	<b>(4) Prescription medication must have the pharmacy label indicating the physician's name, child's first and last name, instructions, name and strength of the medication, and must be given according to those instructions.</b>
<b>ANALYSIS:</b>	The prescription medication did not have the pharmacy label.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**INVESTIGATION:** Nystatin is a topical prescription medication. Although staff documented when Nystatin was applied to Child A in their online application visible to parents, it did not include the amount applied. At times staff documented "applied cream" which did not differentiate between Nystatin, Aquaphor or diaper rash cream.

<b>APPLICABLE RULE</b>	
<b>R 400.8152</b>	<b>Medication; administrative procedures.</b>
	<b>(9) A center shall maintain a record as to the time and the amount of medication given or applied, with the exception of medications described in subrule (8) of this rule, on a form provided by the department or a comparable substitute approved by the department. One form per medication is required. The signature of the child care staff member administering the medication must be included.</b>
<b>ANALYSIS:</b>	Records for topical prescription medication was not complete. It was not always clear which applications were Nystatin. Staff did not document the amount applied.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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



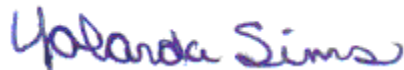
7/6/2022

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Rebecca Wagster  
Licensing Consultant

Date

Approved By:



7/6/2022

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Yolanda Sims  
Area Manager

Date