



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

SHELLY EDGERTON  
DIRECTOR

July 10, 2018

Sheryl Westerdale  
Nanny's Nursery Infant/Toddler Center, Inc.  
21085 Goddard  
Taylor, MI 48180

RE: Lic./Reg. #: DC820309242  
Investigation #: **2018D0350009**  
**Nanny's Nursery Infant & Toddler**

Dear Ms. Westerdale:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and 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.

If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

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 (313) 456-0380.

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

Sincerely,

A handwritten signature in black ink, appearing to be 'E.H.', written in a cursive style.

Essence Hickman, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 938-5915

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License/Registration #:</b>	DC820309242
<b>Investigation #:</b>	2018D0350009
<b>Complaint Receipt Date:</b>	02/22/2018
<b>Investigation Initiation Date:</b>	02/22/2018
<b>Report Due Date:</b>	04/23/2018
<b>Licensee Name:</b>	Nanny's Nursery Infant/Toddler Center, Inc.
<b>Licensee Address:</b>	21085 Goddard Taylor, MI 48180
<b>Licensee Telephone #:</b>	(313) 295-7188
<b>Administrator:</b>	Sheryl Westerdale, Designee
<b>Licensee Designee:</b>	Sheryl Westerdale, Designee
<b>Name of Facility:</b>	Nanny's Nursery Infant & Toddler
<b>Facility Address:</b>	21085 Goddard Taylor, MI 48180
<b>Facility Telephone #:</b>	(734) 287-2918
<b>Original Issuance Date:</b>	10/08/2010
<b>License/Registration Status:</b>	REGULAR
<b>Effective Date:</b>	03/29/2017
<b>Expiration Date:</b>	03/28/2019
<b>Capacity:</b>	56
<b>Program Type:</b>	CHILD CARE CENTER

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
On 02/22/2018, Child A was scratched several times by another child while they were not being supervised.	Yes
A few weeks ago, there were no adults in the room supervising the infants for an unknown duration.	Yes
Another time, there was one caregiver with 14 infants.	No

**III. METHODOLOGY**

02/22/2018	Special Investigation Intake 2018D0350009
02/22/2018	Special Investigation Initiated – Telephone
02/23/2018	Inspection Completed On-site from 10:15 a.m. until 12:30 p.m.
03/08/2018	Contact – Telephone Call Made Phone interview with Child A’s mother
03/08/2018	Contact – Telephone Call Made Left message for Child C’s mother
03/08/2018	Contact – Telephone Call Made Phone interview with Child B’s mother
03/22/2018	Contact – Telephone Call Made Case conference with DHHS, Kimberley Eddings

04/28/2018	Exit Conference with licensee designee, Sheryl Westerdale

**ALLEGATION: On 02/22/2018, Child A was scratched several times by another child while they were not being supervised.**

**A few weeks ago, there were no adults in the room supervising the infants for an unknown duration.**

**Another time, there was one caregiver with 14 infants.**

**INVESTIGATION:** On 02/23/2018, I conducted an on-site inspection with DHHS worker, Kimberley Eddings. We interviewed the program director, Kathleen Gardner. She said Child A is enrolled in the purple room where Rachel Davis is the lead caregiver. On 02/22/2016, there were three caregivers with 13 infants and young toddlers. The ages of the children ranged from 6 months to 18 months. The three caregivers were Rachel Davis, Jessica Rueger, and Hillari Koziol. Ms. Koziol is a floater at the center. There are 16 children in total enrolled in that area with a total approved capacity of 24 for the entire room. Ms. Davis stated they have a four to one ratio and “we keep it that way”. There is always a floater at the center to relieve caregivers. Child A’s mother was notified after the incident by phone and a photograph was sent to her. The caregiver also completed an incident report. She spoke with Child A’s mother after the incident and apologized. She was told by caregivers that they did not see how the scratches occurred.

I also interviewed Jessica Rueger while at the center. She said ratio is not a problem at the center. The ratio for the children she services is one caregiver to four children. She is aware of the ratio requirements and that she is a mandated reporter. She saw the scratches on Child A but did not know how they occurred. She was standing with her back to the children and Child A never cried out.

Haylei Robinson is another caregiver that usually works with child A’s group. She has worked at the center for two years. The center keeps a one to four ratio. If there was a ratio problem the center will call for other staff. She recalled one time when children were turned away because there were not enough caregivers. She had already left for the day on the day of the incident but was told about how upset Child A’s mother was. She is aware of the ratio requirements and that she is a mandated reporter.

I interviewed Rachel Davis while at the center. She has been employed at the center for three years. She said the center is always in ratio and has enough teachers.

There was never a time when children are alone in the room. The room has lots of shelves that section off areas and caregivers often sit on the floor out of view of anyone coming in the door. The diapering area is also out of view for anyone walking in the room. She said on 02/22/2018 she was changing diapers when Hillari brought Child A to me. Child A was still whimpering I administered first aid to Child A and notified Child A's mother. Child A's mother arrived around 4 p.m. I am responsible of the children and I feel so bad that this happened. I was changing diapers preparing the children to be picked up. I scanned the room as we talked, and she pointed out two caregivers that were sitting on the floor and not in view. Prior to finding those caregivers the center would have been out of ratio.

While at the center I observed Child A being held by a caregiver. The red scratches on her face had already began to fade. She was comfortable and not in distress.

I reviewed caregiver punch cards and children's attendance records for the week of 02/19/2018 through 02/23/2018. Only one of the three caregivers that were said to be present on 02/22/2018 was signed in around the time of the incident. Rachel was signed in, Ms. Koziol and Ms. Rueger were not signed in for the day, and Haylei was signed out at 2:57 p.m. Peggy Conover was signed in for that time of day. The caregivers are not punching in and out as they are required. There is no way to verify what caregivers were working by reviewing the punch cards. According to the attendance records there were 13 children sign in at 3:50 p.m. All of the caregivers interviewed denied a time when a caregiver was left alone with 14 infants.

While at the center I showed Mrs. Gardner the pictures again over the phone and she agreed the injuries were concerning. The scratches were red, pink and multidirectional on Child A's left temple, her forehead, nose, and cheek.

On 03/08/2018, I interviewed Child A's mother over the phone. Child A continues to attend but the injuries were upsetting. Child A has eczema, but they intentionally keep her nails trimmed. Her face is not an area where her outbreaks usually occur. Her skin can be sensitive, but the multiple scratches were concerning. There have been no other instances of concern of improper supervision with the center

On 03/22/2018, I interviewed Ms. Koziol over the phone. She said she quit because she was overwhelmed and because Ms. Davis is extremely rude and mean. On the day of the incident, she was left with Child A and five other children while Ms. Davis sat in the office. Ms. Koziol was changing the children not Ms. Davis because she was in the office. She noticed one scratch on Child A's face who was crying. She got her to stop crying and changed her diaper. After changing a few diapers, she went back to Child A and saw several more scratches on her face. She immediately grabbed Child A and took her to Rachel. She again said Rachel was not changing the children and Haylei Robinson was in the other area with three or four other children. Hillari said it was only her second time in that area and she didn't even know all the children's names. She said she was left to give the children to their parents and she had to apologize to a couple of parents because she didn't know

who their children were. She did not believe Child A could have or would have scratched herself. She told Rachel she was dealing with too many children alone and was overwhelming, but Rachel told her she would be alright.

On 03/08/2018, I interviewed Child B's mother and Child C's mother. I left a message for Child C's mother. Both mothers denied any concerns about supervision and ratio. Child B's mother said she would not have her child there if she thought they were not being supervised.

On 03/22/2018, a case conference was held over the phone with DHHS worker, Kimberley Eddings.

On 04/28/2018, I conducted an exit conference with the licensee designee, Sheryl Westerdale. I told her the findings and she understood the departments concern of inappropriate supervision. I recommended additional training on proper supervision at all times as well as caregivers signing in and out. Based on the time sheets Rachel and Peggy were caring for 13 children which makes the center out of ratio. One additional caregiver was interviewed to verify the children and the caregivers that were present on the day of the incident. If the department only has the attendance sheets and punch cards the center would have been noncompliance as related to ratio. If the end of the day it is the busiest then Haylei should have not been signed out at 2:57 p.m. The placement of the diapering station also places caregivers out of view of children which also does not allow for proper supervision. Mrs. Westerdale understood the departments concerns.

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff and Volunteers.</b>
	<b>(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.</b>
<b>ANALYSIS:</b>	On 02/22/2018 the center failed to provide proper supervision of Child A when she sustained multi-directional scratches on her face.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.8182</b>	<b>Ratio and group size requirements.</b>
	<b>(3) In each room or well-defined space, the maximum group size and ratio of caregivers to children, including children</b>

