



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

October 4, 2018

Brigit Price
Little Pals Daycare Center
4435 K Rd
Bark River, MI 49807

RE: Lic./Reg. #: DC210317655
Investigation #: **2018D0741008**
Little Pals Daycare Center

Dear Ms. Price:

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.

A 2nd Provisional license is recommended. If you do not contest the issuance of a provisional license, you must indicate so in writing; this may be included in your corrective action plan or in a separate document. If you contest the issuance of a provisional license, you must notify this office in writing and an administrative hearing will be scheduled. Even if you contest the issuance of a provisional license, you must still submit an acceptable corrective action plan.

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.

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 (906) 226-4171.

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

Sincerely,

A handwritten signature in cursive script that reads "Michelle A. Marenger".

Michelle A. Marenger, Licensing Consultant
Bureau of Community and Health Systems
234 W. Baraga Ave.
Marquette, MI 49855
(906) 290-2618

enclosure

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

I. IDENTIFYING INFORMATION

License/Registration #:	DC210317655
Investigation #:	2018D0741008
Complaint Receipt Date:	08/08/2018
Investigation Initiation Date:	08/08/2018
Report Due Date:	10/07/2018
Licensee Name:	Little Pals Daycare Center
Licensee Address:	4435 K Rd Bark River, MI 49807
Licensee Telephone #:	(906) 789-3438
Administrator:	Brigit Price, Designee
Licensee Designee:	Brigit Price, Designee
Name of Facility:	Little Pals Daycare Center
Facility Address:	3011 N. Lincoln Road Escanaba, MI 49829
Facility Telephone #:	(906) 233-0076
Original Issuance Date:	06/14/2012
License/Registration Status:	1ST PROVISIONAL
Effective Date:	02/09/2018
Expiration Date:	08/08/2018
Capacity:	46
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S):

	Violation Established?
Child A's Mother alleges that Child A (9-month-old, male), was injured falling out of a high chair on 8/2/18 and that caregiver Becca Nail didn't tell her the truth about it.	Yes
Additional Findings	Yes

III. METHODOLOGY:

08/06/2018	Special Investigation Initiated – Telephone call received From Child A's Mother
08/08/2018	Special Investigation Intake 2018D0741008
08/08/2018	Contact - Documents Received From Child A's Mother
08/08/2018	Contact - Document Sent Email to Child A's Mother
08/15/2018	Inspection Completed On-site 2:15pm-4:30pm
08/23/2018	Contact - Documents Received From Brigit Price
09/26/2018	Contact - Document Sent Email to Brigit Price
09/26/2018	Contact - Telephone calls made To Child B's Mother, and caregivers Macy Trudeau, Becca Nail, Bridget Beem, and Megan O'Donnell
09/26/2018	Contact – telephone call received From Child B's Mother
09/27/2018	Contact – Telephone call received From Megan O'Donnell
09/27/2018	Contact – Document received Email from Brigit Price
10/02/2018	Contact – Telephone call made To Macy Trudeau
10/02/2018	Contact – Telephone call made To Program Director Melony Schenk
10/03/2018	Contact – Telephone call made Exit conference with Brigit Price and Melony Schenk

ALLEGATION: Child A's Mother alleges that Child A (9-month-old, male), was injured falling out of a high chair on 8/2/18 and that caregiver Becca Nail didn't tell her the truth about it.

INVESTIGATION: On 8/6/18, I received a telephone call from Child A's mother. After an incident on 8/2/18, Child A's Mother has withdrawn Child A from the center. On

8/2/18, she received a telephone call from infant toddler lead caregiver Becca Nail. Ms. Nail informed her that Child A was crawling in the infant area and bumped his head on a shelf. At 2:30pm, Child A's Mother arrived at the center to pick Child A up as she was taking him to his doctor for a well-child exam. Child A had a red-colored bump over his right eye. Child A's Mother felt that she should have been informed that Child A needed to go to the doctor. In the doctor's report provided to me by Child A's Mother from the well-child exam, Child A's injuries from the fall were also examined and there was no sign of any concussion. The physician felt that the injuries he sustained from the fall should heal normally. Program Director Melony Schenk asked to speak with her in the office. Ms. Schenk told her that Child A was in his high chair and the tray wasn't hooked up, the tray fell off, and Child A fell out of the high chair and hit his head on the tray. Ms. Schenk said he was buckled in and possibly there had been a faulty buckle. After she left the center with Child A, she received a text message from infant toddler caregiver Macy Trudeau. The text message said that Ms. Nail wasn't honest with her about what happened to Child A and Ms. Trudeau asked Child A's Mother to call her. When Child A's Mother called Ms. Trudeau, Ms. Trudeau said that Ms. Nail put Child A in his high chair, put the tray on, then they heard a "thud" when Child A hit the floor. Ms. Nail said "Shoot, I may have forgotten to buckle him in, this isn't what we are telling mom." Ms. Trudeau informed Child A's Mother that she was quitting that day.

On 8/15/18, an unannounced visit was made to the center. Program director Melony Schenk and owner Brigit Price were present and interviewed.

Ms. Schenk said that on 8/2/18 while she was leaving the center for a break, Ms. Nail told her that Child A had hit his head on a shelf and that she would call Child A's Mother and let her know. During her break, Ms. Schenk received a telephone call from Bridgit Beam who told her that Child A had fallen out of his high chair. The tray had fallen off and when Child A fell, he hit his head on it. Ms. Beam said that Ms. Nail stated the incident shouldn't leave the room. Ms. Beam said she didn't feel this was right and that's why she had called to let her know. When she arrived at the center, Ms. Trudeau said she needed to speak with her. Ms. Schenk asked her to come to the office and bring Child A. Child A had a large bump on his head that was purple around the edges. Caregivers had put an icepack on the bump earlier. Ms. Trudeau said the same thing as Ms. Beam. Child A had fallen out of the high chair and hit his head on the tray. Ms. Nail told her not to say anything. She felt very upset and thought someone should know what really happened. After Ms. Trudeau left the office, Ms. Schenk called Ms. Nail and left a voicemail requesting that she be called back. When Ms. Nail called her back, she asked her if Child A had fallen out of the high chair. She replied that he did. The strap must have loosened while he was jumping up and down which made the tray fall off and then he fell on the tray. Ms. Nail said she picked him up right away and that he didn't have any marks and wasn't crying. Ms. Nail said that Ms. Beam asked her if they had to tell mom since Child A didn't have a mark. Ms. Nail told Ms. Beam that they had to contact mom even if there was no mark. Ms. Nail said after this she put Child A in the infant room and while he was trying to stand and holding a shelf, he fell and hit his head on a toy. This is what caused the bump on Child A's head. Ms. Schenk said she asked Ms. Nail if she told Child A's Mother if he had fallen out of the highchair. Ms. Nail told

her she hadn't told Child A's Mother that because she was more concerned about the bump on his head from when Child A fell and hit the toy. Ms. Schenk asked her which thing happened first. Ms. Nail said the fall from the high chair. Ms. Schenk informed Ms. Nail that Child A's Mother should have been told about him falling from the high chair and that she would talk to her when she came to pick up Child A. When Child A's Mother came, she spoke with her in the office. Ms. Schenk told her that she had been informed that Child A had fallen out of the high chair and that she didn't have all the details yet. She informed Child A's Mother that Ms. Nail had said she strapped Child A in but the buckle must have come undone. Child A's Mother was upset and wanted to know why Ms. Nail hadn't told her this when she called. Ms. Schenk apologized and said she was talking to all the caregivers to get more details. Child A's Mother asked who had been in the room and Ms. Schenk told her Ms. Nail, Ms. Beam, and Ms. Trudeau.

On 8/3/18, Ms. Schenk spoke to Ms. Trudeau in the office. Ms. Schenk informed Ms. Trudeau that she knew she had texted several parents about the incident and texted Child A's Mother to tell her the real story. Ms. Trudeau had said in some of these texts that Ms. Schenk had lied to Child A's Mother. Ms. Schenk told Ms. Trudeau that she hadn't lied and that she had given Child A's Mother all the information she had known at the time. There was no reason for her to lie and her main concern was that Child A's Mother knew that Child A had fallen out of the high chair. Ms. Schenk told Ms. Trudeau that if she didn't want to work there she should give her notice. Ms. Schenk said she gave Ms. Trudeau many opportunities to discuss anything that she felt was wrong and that she didn't say much. Ms. Schenk reminded her that texting parents while working was not allowed and child safety was the biggest reason. She agreed and ended the conversation.

Ms. Price said that Ms. Schenk notified her of the incident on 8/2/18. She called for an emergency staff meeting that night. Ms. Price discussed with Ms. Schenk that the bumping of Child A's head from a shelf seemed fabricated and Ms. Nail not writing an incident report was against policy. Staff were informed of the meeting and Ms. Trudeau messaged back saying that she was done with the center. Ms. Nail messaged her that she was done at the center and she would write a statement as requested. Ms. Nail said everyone was saying things about her and she couldn't handle the stress. They decided not to have the meeting because all the staff couldn't be there.

On 8/3/18, it was decided that Ms. Nail would be terminated and wasn't allowed back at the center. Ms. Trudeau would be terminated as well due to her disregard for confidentiality and using her cell phone while working with children. She had been given a written warning on both of these things in March of 2018.

On 9/26/18, Ms. Nail said that on 8/2/18, Child A had been in his high chair and she had turned around to get something in the kitchen. When she walked back into the room, Child A was on the floor. After that, Child A was trying to stand and fell and hit his head on a toy shelf. Ms. Nail said she called Child A's Mother and told her Child A had hit his head on the shelf because that how she thought Child A got the bump. Ms. Nail denied

saying that she may have forgotten to buckle Child A in and said she always buckled children into high chairs. Ms. Nail denied telling other caregivers that they shouldn't tell Child A's Mother about the high chair. Ms. Nail said she asked Ms. Beam and Ms. Trudeau what happened and they said they didn't see what happened. Ms. Nail said that either Ms. Beam or Ms. Trudeau said they shouldn't tell Child A's Mother about what happened, she couldn't remember which one. She didn't lie, she panicked. She felt mad that other staff knew about all this. In Ms. Nail's written statement, she wrote: "On 8/2/18, a baby fell from a high chair. The child was not strapped in properly but the tray was on. The tray must not have been latched. The baby got excited and knocked the tray off. I comforted the baby and looked him over and saw no marks. I set him down in the infant area, he pulled himself up to standing and fell. He hit his head on a spinning ABC toy. I contacted mom."

On 9/26/18, Ms. Beam said she saw Ms. Nail put Child A in the high chair on 8/2/18 and that she didn't see her buckle it. She put the tray on lopsided and the tray didn't lock. She saw Ms. Nail walk away to get Child A's food and she heard a thump. Child A was laying on the floor face down with his head on the high chair tray. She went over to him and he had a lump on his head. Ms. Nail said to her "no one is to know". Ms. Beam called Ms. Schenk to tell her what happened. I asked her why she didn't fix the high chair if she knew Ms. Nail had done it wrong. She said she thought Ms. Nail would fix it when she came back with Child A's food.

I called Ms. Trudeau on 9/26/18 and on 10/2/18 and left messages, she has not returned. According to Ms. Trudeau's written statement she saw Ms. Nail put Child A in his high chair on 8/2/18. They all heard a "thud", then saw Child A on the floor with his face against the high chair tray. They asked Ms. Nail what happened and she said she didn't strap Child A in and the tray must not have been locked in. Ms. Nail asked both her and Ms. Beam not to say anything. She made up a lie and called Child A's mother and told her Child A had hit his head on a toy shelf. She and Ms. Beam agreed that it was not ok to lie to Child A's Mother.

On 9/26/18, Child B's mother said she withdrew Child B(a 14-month-old female) from care at Little Pals on 8/2/18 when she heard about the incident with Child A. Child B had been going there for about a year. The lead caregivers at the center seemed good but the other caregivers didn't seem to have much knowledge of how to properly care for children and seemed rude. Child B's Mother said she spoke with Ms. Price several times and Ms. Price always responded and addressed her concerns right away.

APPLICABLE RULE	
R 400.8125	Staff and Volunteers.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.

ANALYSIS:	The center failed to ensure staff provided appropriate care and supervision when caregiver Becca Nail put Child A in his high chair improperly causing Child A to fall and hit his head. Ms. Nail failed to tell Child A's mother that he fell from the high chair.
CONCLUSION:	<p>REPEAT VIOLATION ESTABLISHED SIR# 2018D0741001 dated 12/13/17 Corrective action plan dated 1/8/18 Placed on 1st Provisional license 2/9/18 to 8/8/18</p> <p>SIR# 2017D0784001 dated 12/16/16 Corrective action plan dated 12/23/16</p> <p>SIR# 2015D0784004 dated 12/8/14 (amended 1/26/15) Corrective action plan dated 12/29/14</p>

ADDITIONAL FINDINGS:

INVESTIGATION: On 8/6/18, Child A's Mother said that Child A has been bitten four times by other children at the center from April of 2018 to July of 2018. Becca Nail telephoned her about two of the bites and the other two times Child A was bitten, she didn't receive a call from anyone at the center. After three of the bites, the center's "bite slip" form was filled out when she arrived to pick up Child A.

On 9/26/18, Ms. Beam said that parents don't get called when their child gets bit by another child. The form is completed and they are told at the time of child pick-up.

On 10/2/18, Melony Schenk stated that caregivers typically don't call parents when their children receive a scrape or a bite. Parents are normally called when their child falls, there is blood, or there is a bruise. Incident reports are to be written at the time of the incident. For bites, the center's "bite slip" gets completed and is given to parents when their child is picked up.

In the corrective action plan dated 1/8/18 for SIR# 2018D0741001, the center provided me a copy of the new biting policy they had written. In this policy, it indicates that the bite reports are to be done at the time of the incident and that the parent must be called.

The center does have a written policy on notifying parents when a child is too ill to stay at the center and when health changes are observed while the child is there. Policies for how parents will be notified for accidents, injuries or incidents other than biting haven't been developed.

APPLICABLE RULE	
R 400.8155	(1) A plan for when and how parents will be notified when the center observes changes in the child's health, a child experiences accidents, injuries, or incidents, or when a child is too ill to remain in the group shall be developed and implemented.
ANALYSIS:	The center didn't implement their biting policy when Child A's Mother wasn't called by a caregiver after each of the bites Child A received while he was at the center. Plans haven't been developed on how parents will be notified for accidents, injuries, or incidents other than biting.
CONCLUSION:	Violation Established

IV.

RECOMMENDATION:

Upon receipt of an acceptable corrective action plan, I recommend issuance of a 2nd Provisional license.

Michelle A. Marenger

10/04/2018

Michelle A. Marenger
Licensing Consultant

Date

Approved By:

Rose A. Rafferty-Aguirre

10/04/2018

Rose A. Rafferty-Aguirre
Area Manager

Date