



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

December 3, 2018

Kathleen Conroy
Childtime Childcare, Inc.
3916 52nd Street
Kentwood, MI 49546

RE: License #: DC700393431
Investigation #: 2019D0604001
Childtime Learning Center

Dear Ms. Conroy:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

A six-month 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 (616) 356-0183.

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 "Rachel Arens".

Rachel Arens, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 916-5074

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC700393431
Investigation #:	2019D0604001
Complaint Receipt Date:	10/09/2018
Investigation Initiation Date:	10/09/2018
Report Due Date:	12/08/2018
Licensee Name:	Childtime Childcare, Inc.
Licensee Address:	Suite 100 21333 Haggerty Road Novi, MI 48375
Licensee Telephone #:	Unknown
Administrator:	Kathleen Conroy, Designee
Licensee Designee:	Kathleen Conroy, Designee
Name of Facility:	Childtime Learning Center
Facility Address:	163 Panther Drive Holland, MI 49424
Facility Telephone #:	(616) 796-6650
Original Issuance Date:	04/09/2018
License Status:	ORIGINAL
Effective Date:	04/09/2018
Expiration Date:	10/08/2018
Capacity:	88
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Caregivers Angelica Duazo and Melissa Young did not provide Child A (male, 2 years) with appropriate care and supervision when he was left unattended on the playground on 10/09/2018.	Yes

III. METHODOLOGY

10/09/2018	Special Investigation Intake 2019D0604001
10/09/2018	Special Investigation Initiated - Telephone Assistant Program Director Kristin Leep called to report the incident.
10/10/2018	Contact - Document Received Incident report received via email.
10/11/2018	Inspection Completed On-site From 9:20am-10:10am. I interviewed Program Director Melissa Ricketson-Bowman and caregivers
11/01/2018	Contact - Document Received New playground inspection received.
11/14/2018	Contact - Telephone call received Spoke with Child A's mother
11/14/2018	Contact - Telephone call made Left messages for Child B, Child C and Child D's mothers.
11/29/2018	Exit Conference with Kathleen Conroy

ALLEGATION: Caregivers Angelica Duazo and Melissa Young did not provide Child A with appropriate care and supervision when he was left unattended on the playground on 10/09/2018.

INVESTIGATION: On 10/09/2018 I received a phone call from assistant program director Kristin Leep, who reported the incident. On 10/10/2018 an incident report was received from program director Melissa Ricketson-Bowman. It stated that at 11am on 10/09/2018 the 2 year old classroom was transitioning from the playground to their classroom. In order to get inside, they have to walk out of their playground area and through a portion the preschooler's playground. As they were entering the building, caregiver Angelica Duazo was completing a name to face sheet; however, she did not call out the children's names as she circled them on her sheet. She didn't realize Child A was missing until she counted the kids and realized one was gone. Caregiver Melissa Young was "just entering the room" when she told her Child A wasn't with them. Ms. Young went back to the 2's playground but couldn't find him there. She went to the Preschool playground and asked the teacher if Child A was with him and he said no. She went back to the classroom but he wasn't there either. Ms. Young then went back to the preschool playground area and found Child A by the swing set.

On 10/11/2018 I completed an unannounced on-site inspection at the center. I interviewed Melissa Ricketson-Bowman. We inspected the playground area. The center has a small toddler playground along the west side of the building. To the rear of the building there is a very large playground that runs along the back of the building. The swing set and climbers are set up at the far end of that large playground, on the opposite end as the toddler playground. There is a mechanical unit within the preschool play area that is fenced in, and it decreases visibility from the toddler area to the far side of the large playground. When one is standing directly outside of the 2's classroom door, one cannot see the children playing on the play structures on the preschool playground.

Ms. Ricketson-Bowman said that the 2's classroom walks out of their own playground area and through a portion of the preschool playground in order to get to their classroom door. On the day of the incident, Ms. Duazo had done her name to face sheet outside on the playground before leaving the 2's area. She then walked into the classroom and circled the names on her name to face sheet without saying the children's names out loud. Ms. Young was still outside walking some other children in. Ms. Duazo then counted the children and realized she was missing one. Child A is a "known runner." She told Ms. Young they were missing Child A, and she went back to the 2's playground to look for him. He wasn't there so she then went over to the far side of the playground and asked the teacher outside if he had seen Child A. He replied, "no, he's not in my class." Ms. Young went back to the room and Ms. Duazo told her he still wasn't there. She then went back to the preschool side of the playground and found Child A on the swings. She believes the child was only left alone for "a few minutes."

Angelica Duazo has worked at the center for “almost a month.” She is a floater but was acting as the lead that day for the 2’s classroom. She remembers that on the day of the incident, they were on the toddler playground and ready to go inside. She counted the children and she had 7. They then walked to the classroom door, through part of the preschool playground. “I was with the first half of the kids. I didn’t do the face to name, but I counted the kids at the door and realized he was gone.” Ms. Ricketson-Bowman had said that Ms. Duazo had done her face to name outside on the playground. When I asked her about this she said she had not. “I didn’t do it either time, I just counted.” She then told Ms. Young that Child A was missing. Ms. Young then went to find him. She was gone a few minutes, came back and said she still hadn’t found him. She went to look again and found him with the preschoolers. If Ms. Duazo was with the first half of the children and Ms. Young was with the second half, I asked Ms. Duazo how it was possible Child A got away. They exit the toddler playground and walk toward where the preschoolers were playing in order to get to their classroom. Child A would have had to walk right past both teachers in plain sight and then a ways down the playground in order to get to where he was found. Ms. Duazo said she didn’t know how it happened, but that maybe Ms. Young was turned around helping another child when Child A escaped.

Melissa Young is also a floater at the center, and was with the class at the time of the incident because she was covering another teacher’s break. When they were on the toddler playground they gathered the children together and both teachers counted them. “(Child A) is a runner so I always hold his hand all the way to the door. I did it that day too. I let it go at the door and sent him on his way. I was the last one. As I went over the threshold and was still standing in the doorway, she asked if I had him. I said, “I already sent him in.” Ms. Young then went ‘straight’ back outside to look. She went to the toddler playground first but he wasn’t there. “I knew it was likely that he wasn’t there because the gate was closed, but I looked anyway.” Then she walked down the playground to where the preschoolers were playing and she asked the teacher there if Child A was with him. He said no, so she went back to the classroom and asked if they had just missed him. Ms. Duazo said no, he wasn’t there so Ms. Young went back out to the preschoolers and saw Child A with 3 other children at the swing set. I asked Ms. Young how, if she held his hand until the doorway, sent him in and then crossed the threshold herself, he could have gotten away. She replied, “I have no idea how he could have done it.” She stated that he would have had to walk past the preschool teacher as well, because he was on closer end of the playground. The swings were past where he was when she went out to find Child A. None of the teachers saw him walk down the playground and join the older children. Ms. Young stated that Child A was missing approximately for 3-5 minutes.

I spoke with Ms. Ricketson-Bowman regarding the poor visibility of the large playground, and my concerns that appropriate care and supervision could be provided. She said that plans were underway to reconfigure the playground for that very reason.

On 11/01/2018 I received a new playground inspection report from the center, and Ms. Ricketson-Bowman said the playground has been reconfigured to afford better supervision.

On 11/14/2018 I spoke with Child A’s mother. She was very concerned about the incident and said she didn’t understand how it could have happened. “They called me and told me that he had got out of line and that by the time they got in they realized he wasn’t with them. They found him out by the other little kids, misplaced. She didn’t really explain to me how they handled it. She just said they’d take extra precaution for next time – count and say their names.” “I don’t understand how that can happen. They should have a teacher walking in with them and checking names. Stuff happens, I’m glad there is a fenced in area.” Child A’s mother said there have been some concerns with communication before and she feels like the center isn’t very organized. “I love the program director, I think she’s really good and she’s making things better. The younger girls coming in there just don’t know how to communicate. They aren’t horrible they just need some work.”

On 11/14/2018 I left messages for Child B, Child C and Child D’s mothers, but have not yet received a call back.

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:	Caregivers Angelica Duazo and Melissa Young did not provide appropriate care and supervision of Child A when he was left unattended on the playground.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED Special Investigation Report dated 08/17/2018 Corrective Action Plan dated 08/24/2018

IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, I recommend modification of the current status of the license to provisional.

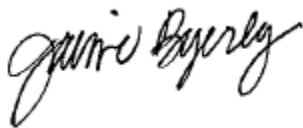


12/03/2018

Rachel Arens
Licensing Consultant

Date

Approved By:



12/3/2018

Jaime Byerly
Area Manager

Date