



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

December 10, 2018

Tanya Zoro
Childtime Childcare, Inc.
Suite 100
21333 Haggerty Road
Novi, MI 48375

RE: Lic./Reg. #: DC820294540
Investigation #: **2018D0219016**
Childtime Learning Center #0641

Dear Ms. Zoro:

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.

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 (517) 284-9720.

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 "Darlese McConnell". The signature is written in dark ink and is positioned above the typed name and contact information.

Darlese McConnell, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 899-5695

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC820294540
Investigation #:	2018D0219016
Complaint Receipt Date:	09/04/2018
Investigation Initiation Date:	09/06/2018
Report Due Date:	11/03/2018
Licensee Name:	Childtime Childcare, Inc.
Licensee Address:	Suite 100 21333 Haggerty Road Novi, MI 48375
Licensee Telephone #:	(734) 455-2761
Administrator:	Tanya Zoro, Designee
Licensee Designee:	Tanya Zoro, Designee
Name of Facility:	Childtime Learning Center #0641
Facility Address:	47300 Port St. Plymouth, MI 48170
Facility Telephone #:	(734) 455-2761
Original Issuance Date:	10/03/2008
License Status:	REGULAR
Effective Date:	05/19/2017
Expiration Date:	05/18/2019
Capacity:	104
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
The center does not have a qualified program director.	No
The center is under staffed and all the classrooms have not been following the required ratio.	Yes

III. METHODOLOGY

09/04/2018	Special Investigation Intake 2018D0219016
09/06/2018	Special Investigation Initiated - Telephone Complainant
09/07/2018	Contact- Document Sent Jeanette Wallington, Child Care Licensing Consultant
09/13/2018	Inspection Completed On-site Arrived 11:15am Departed 12:45pm Interviewed: Elizabeth Bazner, Program Director Erin Miller, Caregiver Ana Marie Berhardt, Caregiver Phoebe Fountain, Caregiver Debora Husted, Caregiver Kyrie Bowman, Caregiver Julie Petty, Caregiver Steffany Stevenson, Caregiver Tyrese Hardy, Caregiver Rebecca Szegda, Caregiver
09/13/2018	Inspection Completed-BCAL Sub. Non-Compliance
09/13/2018	Exit Conference Tanya Zoro

ALLEGATION: The center does not have a qualified program director.

INVESTIGATION: On, 09/06/18, I spoke with the complainant, who said the previous program director left the center about three weeks ago and Ms. Elizabeth Bazner has been the “acting” director and she does not believe she is qualified. The complainant said Ms. Bazner was just “thrown into the position.”

On 09/07/18, I emailed Ms. Jeanette Wallington. She said that she was aware that Ms. Bazner was the center’s new program director, she reviewed Ms. Bazner’s qualifications and was waiting for Ms. Bazner’s fingerprint information to come back before she wrote the program director approval letter and she just received the information on 09/07/2018.

On 09/13/18, I completed an unscheduled on-site inspection. I spoke with Ms. Elizabeth Bazner. She said she was promoted to program director in August 2018. She said as far as she knows, Ms. Tanya Zoro, licensee designee, informed Jeanette Wallington, child care licensing consultant, that she would be the center’s program director. Ms. Bazner did not have a copy of her program director approval letter but provided me with a copy of her transcripts from Eastern Michigan University documenting 18.5 CEUs in early childhood education, documentation of years of service, as well as 3 CEUs in child care administration. Ms. Bazner qualifies as program director under R 400.8113 (9)(b) & (13).

APPLICABLE RULE	
R 400.8113	Program director qualifications; responsibilities.
	(9) Early childhood program directors shall meet 1 of the following qualifications: (a) Bachelor's degree or higher in early childhood education or child development. (b) Bachelor's degree or higher in a child-related field with 18 semester hours in early childhood education or child development and 480 hours of experience. (c) Associate's degree in early childhood education or /child development with 18 semester hours in early childhood education or child development and 480 hours of experience. (d) Montessori credential with 18 semester hours in early childhood education or child development and 960 hours of experience. (e) Valid child development associate credential with 18 semester hours in early childhood education or child development and 960 hours of experience.

	(f) Sixty semester hours with 18 semester hours in early childhood education or child development and 1920 hours of experience.
ANALYSIS:	Ms. Elizabeth qualifies as the center's program director. She qualifies under R 400.8113 (9)(b) & (13).
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The center is under staffed and all the classrooms have not been following the required ratio.

INVESTIGATION: On 09/06/18, spoke with the complainant, who said the center has more children than there are caregivers. The 2-year-old classroom often has 13 children and 3 caregivers. This typically happens every Tuesday and Thursday between 10:00 a.m. and 11:30 a.m. The Complainant said the corporate office will send someone from another center to help for a few days and say they are working on hiring new caregivers but no one new has started in the past 3 weeks.

On 09/13/18, I completed an unscheduled on-site inspection. When I arrived Ms. Elizabeth Bazner, program director was working in the infant classroom. She said that the center had been short staffed for several weeks now and she has had to help in the infant classroom. I explained to Ms. Bazner that I was going to walk through each classroom and check ratio. During my walk through I observed the following: the Infant classroom: 2 caregivers with 8 children, the Infant/toddler classroom: 2 caregivers with 7 children, the 1-year to 1 ½ year old classroom: 3 caregivers with 12 children, the 19 months-2-year-old classroom: 2 caregivers with 13 children. This space out of ratio and over the maximum group size, this space required 4 caregivers to maintain the required ratio of 4 children to 1 caregiver, the 2.4-year-old to 3-year-old classroom: 2 caregivers with 10 children. This space was out of ratio. This space required 3 caregivers to maintain the required ratio of 4 children to 1 caregiver, the 2.8-year-old to 4-year-old classroom: 1 caregiver to 10 children, this space was out of ratio. This space required 2 caregivers to maintain the required ratio of 8 children to 1 caregiver, and the 3-year-old to 6-year-old classroom: 1 caregiver with 12 children. There was one child in the classroom who is 2 ½ causing this space to be out of ratio. Because there was a 2 ½ year old being cared for in the space a 1-to-4 ratio was required.

I interviewed, Ms. Erin Miller, infant caregiver. She has been working at the center since March 2017. She said the infant classroom has not been out of ratio. There are always 2 caregivers in the classroom with not more than 8 children. She said, "Ms. Liz, is doing the best she can. They just need to hire more caregivers." She does not work in the other classrooms but said she is aware that "some of the other rooms have been short staffed."

I also spoke with Anna Marie Bernhardt, infant/toddler room caregiver. She has been working at the center for 13 years. She said her classroom has not been out of ratio. The corporate office has been sending people from the other buildings to help. Ms. Bernhardt said that within the last month several people had quit, so the building was short staffed. She does not work in the other classrooms, so she does not know if the classrooms were out of ratio.

When I interviewed Ms. Phoebe Fountain, caregiver, she said that she does not normally work at this location. She was just there for the day. She works at the Childtime building in Novi but because this location was short staffed, the corporate office asked her to help. Ms. Fountain said she does not know if the center has been out of ratio any other days.

I spoke with Ms. Debora Husted, caregiver in the 1- 1 ½ year old classroom, she said although on that day they had 3 caregivers and 12 children complying, with the required ratios, "it varies from day to day." She said there have been a few days that there have been 13 children and only 2 caregivers. Ms. Husted said about a month ago the previous director stopped working at the center and since then a lot of people quit and no one else was hired.

I spoke with Kyrie Bowman and Ms. Julie Petty who are both caregivers in the 19 months to 2-year-old classroom. They both said that the classroom has been out of ratio for a couple weeks. There are typically 13 children on Monday and Friday afternoons and most of the day on Tuesdays, Wednesdays and Thursdays. They both said the center's corporate office is aware that the center is under staffed and sometimes sends caregivers from other buildings to help but not all the time.

Ms. Steffany Stevenson is the caregiver in the 2.4-year-old to 3-year-old classroom. She said the classroom has been out of ratio at least 4 days out of the week. This is happening because the center has been short staffed. Children are being moved between the classrooms but some of the classrooms are still out of ratio, unless Corporate sends help from another building.

When I interviewed Ms. Tyrese Hardy she said she typically works in the Montessori 3-6-year-old classroom but was working in the 2.8-year-old to 4-year-old classroom because the center was short staffed, and the children have been moved around. Ms. Hardy said the classroom has been out of ratio that day since about 10:10a.m. The classrooms have been out of ratio for about a month since the previous director stopped working at the center and several employees left employment thereafter.

I also interviewed Ms. Rebecca Szegda, caregiver in the 3-year-old-6-year-old classroom. There were 12 children in the classroom and Ms. Szegda was alone in the classroom. She said for the last month about 2-3 days a week she is by herself and classroom is out of ratio. On that day, one of the children in the classroom was 2 1/2 years-old. Ms. Szegda said the children have been moved around in different

classrooms to help with ratios, but it doesn't always help because the center is short staffed.

On 09/13/18, I spoke with Ms. Tanya Zoro, licensee designee. She said that she was aware that the center has been short staffed, and the corporate office was in the process of hiring new staff. Ms. Zoro said with the new fingerprint requirements, there has been a delay at getting some of the fingerprint results back and therefore holding up the start date for some people who have been hired.

APPLICABLE RULE	
R 400.8182	Ratio and group size requirements.
	(3) In each room or well-defined space, the maximum group size and ratio of caregivers to children, including children related to a staff member or the licensee, shall be the following: (a) For infants and toddlers, there shall be 1 caregiver for 4 children and a maximum group size of 12.
ANALYSIS:	The 19 months to 2-year-old classroom had 2 caregivers and 13 children, therefore the classroom was out of ratio and over maximum group size.
CONCLUSION:	VIOLATION ESTABLISHED

Commented [BS(1)]: Darlese, Please check to make sure these are not repeat violations.

Commented [MD(2R2)]: Thank you for the reminder, there was one

APPLICABLE RULE	
R 400.8182	Ratio and group size requirements.
	(8) If there are children of mixed ages in the same room or well-defined space, then the ratio and group size shall be determined by the age of the youngest child, unless each group of children is clearly separated and the appropriate caregiver-to-child ratios and group sizes, if applicable, for each age group are maintained.

ANALYSIS:	Three classrooms had children of mixed ages in the same room and the ratio as determined by the age of the youngest child was not maintained.
CONCLUSION:	VIOLATION ESTABLISHED REPEAT VIOLATION ESTABLISHED LSR dated 04/14/15 Corrective Action Pan dated 05/01/15

IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, I recommend no change in the status of the license and recommend increase monitoring to include unannounced visits.

 12/06/18

 Darlese McConnell Date
 Licensing Consultant

Approved By:

 12/10/2018

 Shirley Baskin Date
 Area Manager