



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 17, 2019

Julia Koumbassa
North Campus Children's Center
2800 Plymouth Rd
Ann Arbor, MI 48109

RE: License #: DC810312825
Investigation #: 2019D0428010
North Campus Children's Center

Dear Ms. Koumbassa:

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. 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 (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 "Kathryn Curreathers". The signature is written in a dark ink and is positioned above the typed name.

Kathryn Curreathers, Licensing Consultant
Bureau of Community and Health Systems
22 Center Street
Ypsilanti, MI 48198
(248) 860-3127

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC810312825
Investigation #:	2019D0428010
Complaint Receipt Date:	04/09/2019
Investigation Initiation Date:	04/11/2019
Report Due Date:	06/08/2019
Licensee Name:	University of Michigan
Licensee Address:	2074 Fleming Building Ann Arbor, MI 48109
Licensee Telephone #:	Unknown
Administrator:	None
Licensee Designee:	Jennie McAlpine, Designee
Name of Facility:	North Campus Children's Center
Facility Address:	2800 Plymouth Road Ann Arbor, MI 48109
Facility Telephone #:	(734) 763-3939
Original Issuance Date:	07/01/2011
License Status:	REGULAR
Effective Date:	03/06/2018
Expiration Date:	03/05/2020
Capacity:	149
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child A (male, age 2 years 3 months) was left unattended on the playground.	Yes
It was not reported to the department when Child A (male, age 2 years 3 months) was left unattended on the playground.	Yes

III. METHODOLOGY

04/09/2019	Special Investigation Intake 2019D0428010
04/10/2019	Contact - Telephone call made Interviewed complainant.
04/11/2019	Special Investigation Initiated - On Site Interviewed program director Julia Koumbassa and caregivers Lina Abdulhamid, Kathryn Young-Kendall, Laura McGregor and Dana Ngo. Arrived at 10:05am and departed at 11:40am
04/11/2019	Exit Conference with Julia Koumbasa
04/11/2019	Inspection Completed-BCAL Sub. Non-Compliance
04/12/2019	Contact - Telephone call made Child A's Guardian
04/12/2019	Contact - Telephone call made Caregiver Jan Bower

ALLEGATION: Child A (male, age 2 years 3 months) was left unattended on the playground.

INVESTIGATION: It was reported that on April 3, 2019 there were two substitute caregivers, Lina Abdulhamid and Jan Bower, working in the Fairy Bells toddler class. At the end of the day Ms. Abdulhamid and Ms. Bower took five children to the outdoor play area located just outside their classroom. Children were being picked up from the outdoor play area as their parents arrived. At approximately 5:30 PM the caregivers returned to the classroom believing that all five of the children were gone when Child A's Guardian 1 arrived. Ms. Abdulhamid and Ms. Bower went back outside and began searching the playground looking for Child A while calling his name. Caregivers from neighboring classrooms, Kathryn Young-Kendall, Dana Ngo and Laura McGregor, overheard Ms. Abdulhamid and Ms. Bower calling for Child A and joined in the search. Eventually Child A's preschool age brother Child B (male, age 4 years) found Child A hiding under a climber on the playground.

Program director, Julia Koumbassa, stated that Child A was never left unattended on the playground. Ms. Koumbassa stated that on April 3, 2019 Child A's Guardians came to pick up Child A and Child B. She stated that Ms. Abdulhamid and Ms. Bower were working in the Fairy Bells toddler classroom. Ms. Abdulhamid and Ms. Bower were on the playground when Child A's Guardian 1 arrived. Ms. Koumbassa stated that Ms. Bower reported to her that she saw Child A's Guardian 2 stop in the classroom and she believed that he took Child A with him until Child A's Guardian 1 arrived. Ms. Abdulhamid and Ms. Bower began searching the playground along with Child A's Guardian 1 and other teachers looking for Child A and calling his name. After a few minutes of searching, Child A's Guardian 2 arrived with Child B. Child B saw Child A hiding underneath a climber on the playground.

Ms. Koumbassa stated that she was informed about the incident by caregiver, Kathryn Young-Kendall, because she wanted her to know that there was a misunderstanding about where Child A was and Ms. Abdulhamid and Ms. Bower had gotten upset about it. Ms. Koumbassa stated that the substitute caregivers were retrained on accounting for children and maintaining the attendance records. Going forward, Ms. Koumbassa stated that two substitute caregivers will not work together in a classroom, a lead caregiver will always be present. Ms. Koumbassa spoke with Child A's Guardian 1 and she stated that she trusted all of the caregivers 100 percent and she was not the least bit upset about the misunderstanding.

Substitute caregiver, Lina Abdulhamid, stated that it was near the end of the day and the children were on the playground as their parents arrived to pick them up. Ms. Abdulhamid was standing in the doorway of the classroom that leads to the outdoor play area when she asked Ms. Bower, who was in the classroom, if all the children had been picked up. Ms. Bower said that Child A's Guardian 2 picked Child A up so all the children were gone. About a minute later Child A's Guardian 1 came to pick up Child A. Ms. Bower told Child A's Guardian 1 that Child A's Guardian 2 already

picked up Child A. Child A's Guardian 1 stated that Child A's Guardian 2 did not pick up Child A. Ms. Bower and Ms. Abdulhamid then went outside to look for Child A. There were no other children or caregivers on the playground at that time. When Ms. Abdulhamid, Ms. Bower and Child A's Guardian 1 were calling for Child A he did not answer. Ms. Abdulhamid returned to the building and checked the attendance sheet. Child A was not signed out. She then asked caregivers, Kathryn Young-Kendall, Dana Ngo and Laura McGregor, if they had seen Child A and they said no. They then came outside to join the search. About a minute later Child A's Guardian 2 and Child A's brother, Child B, arrived on the playground. Child B immediately saw Child A hiding under a climber.

Substitute caregiver, Jan Bower, stated that she has been teaching for 40 years and she is very conscientious and thoughtful about children, but she doesn't have a fantastic memory. Ms. Bower stated that she was outside with the children at the end of the day and at approximately 5:25 PM it looked like everyone was gone so she came inside the classroom. Ms. Bower stated that Ms. Abdulhamid also came into the classroom, but she was standing near the door to the playground. Ms. Bower is not sure if the door was open or closed. While she was in the room, Child A's Guardian 2 came in and asked if Child A was picked up. Ms. Bower told Child A's Guardian 2 that Child A's Guardian 1 had already picked him up. Ms. Bower stated that she saw Child A's Guardian 1 earlier, so she thought that she had taken Child A with her. After Child A's Guardian 2 left the room, she checked the attendance sheet and realized that Child A was not signed out. She told Ms. Bower that she was mistaken about Child A being picked up and then went outside to look for him. When she didn't see him outside, she returned to the building and started looking for him in the hallways. When she returned to the classroom, Child A was there with his guardians and Child B. Ms. Bower stated that she was upset, and Ms. Abdulhamid was horrified but Child A's Guardian 2 consoled them and didn't seem upset or angry.

Lead caregiver, Kathryn Young-Kendall, stated that at 5:30 PM she was in the alcove in between the Turtles room and the Fairy Bells room when Child A's Guardian 1 came into the room to pick up Child A. Ms. Bower was surprised to see Child A's Guardian 1 because she thought Child A's Guardian 2 had already picked him up. Ms. Young-Kendall went outside with Ms. Abdulhamid, Ms. McGregor, Ms. Ngo and Child A's Guardian 1 to look for Child A. Ms. Bower remained in the classroom checking the attendance sheet to see if Child A was signed out and calling for him in the hallway. The caregivers were calling Child A's name and looking for him in bushes, but he did not answer. Approximately two minutes later Child A's Guardian 2 and Child B came outside to help look for Child A. Child B found Child A hiding under a slide. Ms. Young-Kendall stated that Ms. Bower and Ms. Abdulhamid were upset because they were confused thinking that Child A had been picked up. Child A's Guardian 2 told them that Child A was clearly hiding. Ms. Young-Kendall talked to Ms. Koumbassa right after Child A was found because Ms. Bower and Ms. Abdulhamid were upset.

Assistant caregiver, Laura McGregor, stated that she and Ms. Young-Kendall came inside the Turtles room from the outdoor play area at 5:30 PM. Child A's Guardian 1 came into the Fairy Bells room looking for Child A and he wasn't there. Ms. McGregor, along with Ms. Young-Kendall and Ms. Ngo, went outside to help look for Child A. Ms. McGregor walked back inside to make sure that Child A's belongings were still there. When she saw Child A's things she went back outside, and Child A had been found. Ms. McGregor stated that it was approximately two minutes between the time that they realized that Child A was missing and when he was found. Ms. McGregor stated that Child A was the last child to be picked up from the Fairy Bells room, but she believes that Ms. Abdulhamid was still outside when Child A's Guardian 1 arrived to pick him up.

Assistant caregiver, Dana Ngo, stated that she was in the Turtles room when she heard caregivers outside looking for Child A. She went outside to help them look. About two or three minutes after she began looking for Child A he was found by Child B hiding under a climber. Child A was laughing when he was found. Ms. Ngo stated that Child A's Guardians were not at all upset.

Child A's Guardian 1 stated that she came into the Fairy Bells classroom to pick up Child A and Ms. Abdulhamid and Ms. Bower thought that he was already picked up by Child A's Guardian 2. Child A's Guardian 2 had stopped into the Fairy Bells classroom, but he saw Child A outside playing so he left and went to pick up Child A's brother Child B. When Child A's Guardian 1 told Ms. Abdulhamid and Ms. Bower that Child A's Guardian 2 had not picked up Child A they were "freaking out." Ms. Abdulhamid and Ms. Bower asked the caregivers in the connecting room if they had seen Child A. She, along with the caregivers, all went outside and began looking for Child A. When they didn't see Child A they came back inside and checked the attendance sheet to see if he was signed out. When they saw that he was not signed out they went back outside and continued looking. A few minutes later, Child A's Guardian 2 and Child B came outside. Child B found Child A hiding under a slide. Child A's Guardian 1 stated that when she arrived at the Fairy Bells classroom, she believes that there a couple of children still waiting to be picked up and both Ms. Abdulhamid and Ms. Bower were in the classroom. Child A's Guardian 1 stated that it was less than five minutes between the time that she came to the room to pick up Child A and when he was found by Child B. She stated that at no point while she was looking for Child A was she even remotely concerned.

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:	Appropriate care and supervision was not provided when the caregivers did not know the whereabouts of Child A and he was left unsupervised on the playground.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: It was not reported to the department when Child A (male, age 2 years 3 months) was left unattended on the playground.

INVESTIGATION: It was reported that Ms. Koumbassa did not notify the department about Child A being left unattended on the playground because the center was already “on probation” for a similar incident.

Ms. Koumbassa stated that she would have definitely reported the incident to the department if Child A was unattended, but he was not. She stated that the Ms. Abdulhamid and Ms. Bower were on the way into the classroom from the outdoor play area, but they had not closed the door to the classroom when Child A’s Guardian 1 arrived to pick him up. Child A was not left alone because the door to the outdoor play area remained open.

APPLICABLE RULE	
R 400.8158	Incident, accident, injury, illness, death, fire reporting.
	(1) A center shall make a verbal report to the department within 24 hours of the occurrence of any of the following: (a) A child is lost or left unsupervised.
ANALYSIS:	Program director, Julia Koumbassa, did not make a verbal report to the department within 24 hours of the Child A being unsupervised on the playground.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.8158	Incident, accident, injury, illness, death, fire reporting.
	(3) A center shall submit a written report to the department of the occurrence outlined in subrule (1) and (2) of this

	rule in a format provided by the department within 72 hours of the verbal report to the department.
ANALYSIS:	Program director, Julia Koumbassa, did not submit a written report to the department within 72 hours of the Child A being unsupervised on the playground.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend continuation of the first provisional recommendation made in SIR #2019D0428005.



05/17/2019

Kathryn Curreathers
Licensing Consultant

Date

Approved By:



05/17/2019

Erika Bigelow
Area Manager

Date