



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 28, 2019

April Beaton
Community Development Institute Head Start
Suite 700
10065 E. Harvard Avenue
Denver, CO 80234

RE: License #: DC820394680
Investigation #: 2019D0934018
Journey Of Hope

Dear Ms. Beaton:

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 read "L.E.", is positioned below the word "Sincerely,".

LaTanya Ellington, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 268-8581

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC820394680
Investigation #:	2019D0934018
Complaint Receipt Date:	05/23/2019
Investigation Initiation Date:	05/28/2019
Report Due Date:	07/22/2019
Licensee Name:	Community Development Institute Head Start
Licensee Address:	Suite 700 10065 E. Harvard Avenue Denver, CO 80234
Licensee Telephone #:	(720) 747-5100
Administrator:	April Beaton, Designee
Licensee Designee:	April Beaton, Designee
Name of Facility:	Journey Of Hope
Facility Address:	8850 Pardee Taylor, MI 48180
Facility Telephone #:	313-769-6080
Original Issuance Date:	09/22/2018
License Status:	REGULAR
Effective Date:	03/21/2019
Expiration Date:	03/20/2021
Capacity:	49
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child A (1-year-old female) was scratched in the face by another child on her first day, then a month later Child A was bitten by another child. Staff did not notify Child A's Mother that she had a bite mark on her hand.	Yes
Someone at the center had hand, foot and mouth disease. The staff was not paying attention to what child had it; therefore, Child A also contracted the disease.	No

III. METHODOLOGY

05/23/2019	Special Investigation Intake 2019D0934018
05/28/2019	Contact - Telephone call made message left for Child A's Mother.
05/28/2019	Special Investigation Initiated - Telephone Interview with Child A's Mother.
05/28/2019	Inspection Completed On-site From 1:48p.m. to 2:45p.m. interviewed program director, April Beaton and caregivers; Nicole Powers and Natalie Munoz.
06/18/2019	Contact - Telephone call made Interview with Child B's Mother and Child C's Mother
06/18/2019	Contact - Telephone call made Attempt contact with Child D's Mother.
06/18/2019	Inspection Completed-BCAL Sub. Compliance
06/18/2019	Contact - Telephone call made Interview with Child D's Mother

06/18/2019	Exit Conference Exit conference with April Beaton to discuss investigation findings.
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ALLEGATION: Child A (1-year-old female) was scratched in the face by another child on her first day, then a month later Child A was bitten by another child. Staff did not notify Child A's Mother that she had a bite mark on her hand.

INVESTIGATION: On 05/28/2019, I conducted a telephone interview with Child A' Mother. She said Child A has been attending the childcare center since March of 2019 and on her first day, Child A was clawed in her face by another child. Child A's Mother said the staff in her room called and told her about the incident. However, approximately two weeks ago, another incident occurred where Child A was bitten on her left hand by another child. When she asked the caregivers about the incident, they did not know it happen. Child A's Mother said Child A cries about everything, therefore, she knows that if Child A was bitten by another child, she would have cried. Child A's Mother said she does not feel the caregivers in her room are providing appropriate supervision to her child. Child A's Mother said Child A's primary caregiver is Nicole Powers. She said Child A will not be returning to the center.

Following the phone interview, Child A's Mother sent a picture of Child A's hand. I observed what appeared to be a small bite mark on the top of Child A's hand. The teeth impression included top and bottom teeth and was red in color. The skin does not appear to be broken.

On 05/28/2019, I conducted an unannounced inspection to the facility. I interviewed program director, April Beaton and caregivers; Nicole Powers and Natalie Munoz.

Ms. Beaton said there was an issue everyday with Child A's Mother since she enrolled her children into the center. Ms. Beaton said on the day of the incident, Child A was picked up by her grandmother. Approximately, 20 minutes later, Child A's Mother called and said there was a bit mark on her hand. Ms. Beaton said the staff never saw Child A get bitten, nor did they observed a bite mark on her hand prior to her leaving the center. Ms. Beaton denied that Child A's Mother ever showed her a picture of the bite and she does not believe the incident happened at the center. Ms. Beaton said Child A returned to the center following the incident and she did not see a bite mark on her at the time neither. Ms. Beaton said the caregivers in Child A's room is Nicole Powers and Nathalie Munoz.

Ms. Powers said there was an incident where Child A was scratched by another child and Child A's Mother was notified. Ms. Powers said that Child A would often come to the center with scratches or marks on her and she would have to ask Child A's Mother what happened to her. Ms. Powers said because of this, she always

made sure to look Child A over while she was at the center. Ms. Powers said on 05/3/2019, Child A's grandmother picked her up from the center. Ms. Powers said after being gone for approximately 10 minutes, Child A's Grandmother returned to the center and said Child A had a bite mark on her hand. Ms. Powers said at that time she saw a small mark that look like bottom teeth. She said the mark was light in color and did not have any top teeth impressions. Ms. Powers said she made a note on the back of Child A's well child check form. Ms. Powers said she does not know how it could have happened. She said she does not remember anything happening that day, where Child A could have been bitten. Ms. Powers said Child A would have cried if something like this would have happen and she would have written it down. I showed Ms. Powers the picture sent to me by Child A's Mother and Ms. Power confirmed the bite appeared to be similar, however, she said there were no top teeth impression on Child A's hand when she observed it.

Ms. Munoz also confirmed that Child A was scratched on the face and Child A's Mother was notified. She said on the day in question, Child A's Grandmother picked her up and returned approximately five minutes later to show them the bite mark on Child A's hand. Ms. Munoz said she observed the mark on Child A at that time, however, she did not witness anything that occurred in the classroom before Child A left the center. Ms. Munoz said it is possible that the incident could have happened at the end of the day, as Child A was leaving. However, Child A did not cry, nor did she see Child A get bitten. Ms. Munoz said her classroom ranges from kids ages 8 months to 18 months old. She said there is one child in the room that is kind of aggressive. The caregivers all know to keep a close eye on him.

On 06/18/2019, I conducted a telephone interview with Child B's Mother, Child C's Mother and Child D's Mother. Each parent said they love the center and has not had any issues with Ms. Powers and Ms. Munoz. Each parent said the caregivers always make sure they are informed of any incident that occur at the center. Child D's Mother said she is very confident in Ms. Powers and Ms. Munoz.

During the onsite inspection, I review the center's active supervision procedure and the emergencies, accident and first aid procedure. The procedure states that staff are to engage in active supervision to keep children safe. The procedure for incidents/accidents states that all incidents including minor scratch, bump or bruise will be noted on an incident report.

I reviewed Child A's Well Child Check form, on the back a note is written that states, "May 3rd Friday, Child A's grandmother picked her up and then later brought her back with red marks on her right hand. Teachers did not observe any incident that would have caused the marks." The note is signed by Nicole Powers and Natalie Munoz.

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:	Staff did not provide appropriate care and supervision when Child A was bitten by another child and the staff did not know how, when or what happened and did not notify Child A's Mother.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Someone at the center had Hand, Foot and Mouth disease. The staff was not paying attention of what child had it; therefore, Child A also contracted the disease.

INVESTIGATION: Child A's Mother said she took Child A to the doctor on 05/22/2019 and she was diagnosed with Hand, Foot and Mouth disease. She said the doctor said that the disease had to have come from another child. Child A's Mother said she does not know for sure if a child at the center had the disease, however, she is assuming this is where Child A contracted the disease. Child A's Mother said the center looks clean; however, she does not know if the staff are properly cleaning and sanitizing things at the center.

Ms. Beaton said Child A's Mother called her to tell her that Child A was diagnosed with Hand, Foot, and Mouth disease, however, she had not seen any medical documentation showing that this information is true. Ms. Beaton said no other children at the center has been diagnosed with Hand Foot and Mouth. She said she is aware that she is required to post it for other parents to see. I asked Ms. Beaton if she has since posted a notice informing parents that it is possible that children have been exposed to the disease. Ms. Beaton said she has not posted it because she did not receive documentation confirming the information to be true. I recommended that Ms. Beaton post a notice to parents as a precautionary measure and Ms. Beaton agreed. According to Child A's well child check form, on 05/16/2019, Child A had a fever with a temperature of 101.2 F. Ms. Beaton confirmed that this was Child A's last day at the center.

Ms. Powers and Ms. Munoz said there are no other children in their room diagnosed with Hand Foot and Mouth disease. Ms. Powers said Child A's Mother informed her that Child A had it. Ms. Munoz said they sanitized their classrooms daily. Ms. Munoz said Child A had not been in the center for over a week when Child A's Mother called to tell them about Child A's diagnoses.

On 05/29/2019, Ms. Beaton sent me a picture showing a notice has been posted notifying parents that children have possibly been exposed to Hand Foot and Mouth disease.

APPLICABLE RULE	
R 400.8155	Child accidents and incidents; child and staff illness.
	(4) If the center becomes aware that a staff member, volunteer, or child in care has contracted a communicable disease, then the center shall notify parents of both of the following: (a) The name of the communicable disease. (b) The symptoms of the disease.
ANALYSIS:	There was no previous reporting that another child had Hand Foot and Mouth Disease prior to Child A's diagnoses. The center posted a notice to parents that the children may have been exposed to Hand Foot and Mouth Disease after Child A's Mother reported it.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change in the license status.

L. E.

06/19/2019

LaTanya Ellington
Licensing Consultant

Date

Approved By:

Shirley D. Baskin

06/28/2019

Shirley D. Baskin
Area Manager

Date