



STATE OF MICHIGAN
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 LANSING

GRETCHEN WHITMER
 GOVERNOR

ORLENE HAWKS
 DIRECTOR

September 13, 2019

Joellen Drallette
 Drallette Enterprises Inc.
 2711 Nighthawk Ave.
 Schoolcraft, MI 49087

RE: License #: DC390270449
 Investigation #: 2019D0298019
 Bullfrogs and Butterflies Christian Learning Center

Dear Mrs. Drallette:

I conducted a special investigation because the child care licensing division received a complaint against your facility that related to licensing rules or law. The allegations were related to the following:

R 400.8125(1) Staff and Volunteers

The details of the allegations are in the attached report. To investigate the allegations, I completed an onsite inspection on 08/14/2019. I interviewed the licensee designee, caregivers, and parents.

As a result of this investigation, I recommend no change to the current license status. I did not find any violations. The special investigation report is attached.

	Yes	No
A rule or law violation was found and a serious injury or death occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A rule or law violation was found and abuse and/or neglect of a child occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

This report and any related corrective action plans must be filed in your licensing notebook. This report and any related corrective action plans will be online for parents to review under the [Statewide Search for Licensed Child Care Centers and Homes](#).

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.

Sincerely,



Tiara McKay, Licensing Consultant
Child Care Licensing Division
322 E. Stockbridge Avenue
Kalamazoo, MI 49001
(269) 615-5758

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC390270449
Investigation #:	2019D0298019
Complaint Receipt Date:	07/24/2019
Investigation Initiation Date:	07/25/2019
Report Due Date:	09/22/2019
Licensee Name:	Drallette Enterprises Inc.
Licensee Address:	2711 Nighthawk Avenue Schoolcraft, MI 49087
Licensee Telephone #:	Unknown
Administrator:	Joellen Drallette, Designee
Licensee Designee:	Joellen Drallette, Designee
Name of Facility:	Bullfrogs and Butterflies Christian Learning Center
Facility Address:	5902 S. 12 th Street Portage, MI 49024
Facility Telephone #:	(269) 488-2120
Original Issuance Date:	11/23/2004
License Status:	REGULAR
Effective Date:	06/13/2018
Expiration Date:	06/12/2020
Capacity:	180
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child A was not being properly supervised on 07/19/2019 when Child B's Mother stepped on her arm, causing it to break.	No

III. METHODOLOGY

07/24/2019	Special Investigation Intake – 2019D0298019
07/25/2019	Special Investigation Initiated – Telephone call to Child A's Mother.
08/14/2019	Inspection Completed On-site from approximately 11:00 am until 12:00 pm. Interviewed the licensee designee Joellen Drallette and caregivers Marsha Garza and Heidi Luchies.
09/05/2019	Contact – Telephone call made to Child B's Mother.
09/05/2019	Contact – Telephone call made to Child C and D's Mother.
09/05/2019	Contact – Telephone call made to Child E's Mother.
09/06/2019	Contact – Telephone call made to Child F and G's Mother.
09/06/2019	Contact – Telephone call made to caregiver Joanna Lester.
09/06/2019	Inspection Completed-BCAL Sub. Compliance.
09/06/2019	Exit Conference with Joellen Drallette.

ALLEGATION: Child A was not being properly supervised on 07/19/2019 when Child B's Mother stepped on her arm, causing it to break.

INVESTIGATION: On 07/25/2019 I placed a telephone call to Child A's Mother. She advised that Child B's Mother stepped on Child A's arm around 4:30 pm on 07/19/2019. As a result, Child A's arm is broken in two places and she is in a cast that goes from her wrist to her shoulder. Child A's Mother said that she knows it was an accident and that no one meant to step on her child's arm. It was at pick up time when the area near the door is usually congested with parents and children. Also in the door area is a shelving unit that holds a number of car seats and diaper bags.

Parents are usually in that area either entering the room or getting diaper bags and car seats off the shelves. Some parents use this area to put their children in their car seats. The area becomes congested when multiple parents are there at the same time. Mobile children approach the parents and end up in the area as well. Normally the children in this room are not yet mobile, however, another room is combined with, and brought to, this room at the end of the day when the number of children is diminishing. Child A's Mother believes that the incident could have been prevented if there was some type of barrier preventing the children from getting to the entry area of the classroom.

On 08/14/2019 I conducted an unscheduled on-site inspection. During the inspection I interviewed licensee designee Joellen Drallette and caregivers Marsha Garza and Heidi Luchies. Ms. Drallette was not a witness to the incident. She advised that caregivers Marsha Garza, Joanna Lester, and Jaime Elliot were present in the room at the time. The incident took place in the Caterpillar Room, which normally houses children that have not yet become mobile. At the end of the day, when the number of children present at the facility is reduced, children from the Minnow Room move to the Caterpillar Room. The Minnow Room is where children go once they become mobile. At the time of the incident, the two rooms had been consolidated. Child A is a mobile child from the Minnow Room.

I interviewed caregiver Marsha Garza with caregiver Heidi Luchies present in the room and adding information from time to time. Ms. Garza is the lead caregiver in the infant room and was present at the time of the incident. She was not near the door and did not see exactly what happened. She heard Child A cry and responded to the cry. It was her understanding that Child B's Mother had just taken Child B's car seat off the tall shelving unit near the door and then set the car seat on the floor. After she set the car seat on the floor, she stepped back. It is when she stepped back that she stepped on Child A's arm. "A lot" of parents were there at the time and the area was congested. Ms. Garza said that Minnow Room children often go to the door when parents arrive, so it is not unusual for children to be in that area. Ms. Garza and Ms. Luchies stated that the area is congested like this at the busy times in the morning (when the rooms are also combined) and in the afternoon. When asked what could happen differently to prevent a similar incident from occurring in the future, Ms. Garza and Ms. Luchies suggested "being more watchful", stationing a caregiver at the door, not putting the car seats in the room, and not combining rooms. Ms. Garza stated that car seats have not been allowed on the top shelf of the shelving unit.

During the on-site inspection, I suggested to Ms. Drallette, and to Ms. Garza and Luchies, that a barrier (such as short wooden shelving units that are elsewhere in the room) be put near the door to keep children from being able to enter the congested area. All three stated that they thought a barrier of any sort would be "unwelcoming" to parents. Ms. Drallette was opposed to the idea.

On 09/05/2019 I spoke with Child B's Mother. She recalled that she had just put Child B in her car seat and had stepped back, onto Child A's arm. Child A was not initially there so she did not know that when she stepped back it would be on a child. Child B's Mother stated that children often come to the door area and they come "fast" so you do not always notice them right away. After the incident occurred, she suggested that the center put a gate in the room near the door. She suggested that the entry to the room be a "two-step process" where someone first enters the door and then has to walk through a gate. Children would only be able to approach the gate, not the door. When she made the suggestion, she was told that it would make the room "unwelcoming" to parents. Since the incident, Child B's Mother stated that she brings the car seat further into the room, away from congestion, or she keeps the car seat in the hall outside of the room.

I spoke with Child C and D's Mother on 09/05/2019. She advised that Child D is currently in the Caterpillar Room and that Child C was in the Caterpillar Room at one point in time. Presently, she drops off and picks up at the early and late times of the day when not many children or parents are present, so there is no congestion near the door. When Child C was in the Caterpillar Room, she did come at busy times. She said caregivers always did a good job of keeping the children away from the door. Child C and D's Mother recalled there recently being some type of shelving unit near the door that kept children from getting to the door. She said it is no longer there. She did not find the barrier to be unwelcoming.

I spoke with Child E's Mother on 09/05/2019. She said the area just inside the door of the Caterpillar Room is "definitely congested". Children can see parents before they enter the room because the door is glass from top to bottom. Children often start approaching the door before parents even enter. If a caregiver notices that a parent is entering, they move the child/ren away from the door. Child E's Mother said "everything is in one area", as far as the entry and storage of diaper bags and car seats. She said "it would be a good idea to move some of it". She suggested a "gate system" to keep the children from getting to the door. She said she would not see a gate, or any other barrier, as unwelcoming because it would be keeping the children "safe".

I spoke with Child F and G's Mother on 09/06/2019. She is not usually there during the busy times so other parents, and not many other children, are present when she is there. She said children have been at her feet before. The caregivers try to get to the children, but if they are busy doing something else with another child they cannot get to the children at her feet. Child F and G's Mother said the children are "little and crawling around" and "you can't see them when they are right at your feet". She suggested making an "entry way" at the door of the classroom or putting the car seats outside of the classroom.

I spoke with caregiver Joanna Lester on 09/06/2019. She had entered the room just prior to the incident. She had been cleaning elsewhere in the center and was called into the room to cover for someone's bathroom break. There were no children at the

door when she entered. After entering, she went to the sink to wash her hands then log into the room on the room's tablet. Ms. Garza was near the changing table talking to a parent. It is at that time that the incident occurred. Ms. Lester did not see what happened but heard Child B's Mother say "I just stepped on somebody... I was backing up and I stepped on somebody". Ms. Garza ran to Child A and picked her up. Ms. Lester applied ice packs and then Child A's Mother arrived. Ms. Lester recalled another caregiver being present in the room but could not remember who or what she was doing at the time.

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 provided appropriate care and supervision of the room when Child A was injured.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change in the license status.

09/13/2019

Tiara McKay
Licensing Consultant

Date

Approved By:

09/13/2019

Yolanda Sims
Area Manager

Date

