



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

October 14, 2019

Kathleen Conroy  
Tutor Time Learning Centers, LLC  
Suite 100  
21333 Haggerty Road  
Novi, MI 48375

RE: License #: DC330250255  
Investigation #: 2019D0107026  
Tutor Time Child Care Learning Center

Dear Ms. Conroy:

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 400.8182(3) Ratio and group size requirements.

The details of the allegations are in the attached report. To investigate the allegations, I completed an onsite inspection on 8/29/2019. I interviewed the person who made the complaint, program director, caregivers, parents, or others with relevant information.

As a result of this investigation, I found the following violation:

**R 400.8182 (3) Ratio and group size requirements.**  
**R 400.8125 (1) Staff and Volunteers.**

I recommend no change to the current license status.

Due to the violation, you must send us a corrective action plan by 11/3/2019. You can use our [corrective action plan](#) form or create your own.

If you need help writing the corrective action plan, please contact me. If you do not send a corrective action plan, you may face disciplinary action. The corrective action plan must include the following:

- How compliance with each rule will be achieved.



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- 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.

	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](#).

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.

Sincerely,

Chandra Betts, Licensing Consultant  
 Bureau of Community and Health Systems  
 611 W. Ottawa Street  
 P.O. Box 30664  
 Lansing, MI 48909  
 (517) 262-9451

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC330250255
<b>Investigation #:</b>	2019D0107026
<b>Complaint Receipt Date:</b>	07/25/2019
<b>Investigation Initiation Date:</b>	07/29/2019
<b>Report Due Date:</b>	09/23/2019
<b>Licensee Name:</b>	Tutor Time Learning Centers, LLC
<b>Licensee Address:</b>	Suite 100 21333 Haggerty Road Novi, MI 48375
<b>Licensee Telephone #:</b>	(248) 697-9000
<b>Administrator:</b>	Kathleen Conroy, Designee
<b>Licensee Designee:</b>	Kathleen Conroy, Designee
<b>Name of Facility:</b>	Tutor Time Child Care Learning Center
<b>Facility Address:</b>	2273 Club Meridian Okemos, MI 48864
<b>Facility Telephone #:</b>	(517) 381-8905
<b>Original Issuance Date:</b>	10/17/2002
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/02/2017
<b>Expiration Date:</b>	06/01/2019
<b>Capacity:</b>	143
<b>Program Type:</b>	CHILD CARE CENTER

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
On 7/19/2019, Child A (female, age 8 months) and Child B (male, age 7 months) were left unattended in the Infant Room for approximately nine minutes.	Yes

**III. METHODOLOGY**

07/25/2019	Special Investigation Intake 2019D0107026
07/29/2019	Special Investigation Initiated - Telephone Interview with Child A's Mother
08/29/2019	Inspection Completed – On Site 2:00 pm-3:30 pm Interviews with program director, Ms. Angela Televede, lead caregiver, Ms. Wafa Derbas, and caregiver, Ms. Victoria Harris
09/25/2019	Contact – Telephone call made Interview with Child B's Mother
09/25/2019	Contact – Telephone call made Interview with Child B's Mother
09/25/2019	Exit Conference

**ALLEGATION:** On 7/19/2019, Child A (female, age 8 months) and Child B (male, age 7 months) were left unattended in the Infant Room for approximately nine minutes.

**INVESTIGATION:** On 7/29/2019 and 9/25/2019, I interviewed Child A's Mother. She stated that she was notified of the incident on 7/19/2019. She stated she has not observed the classroom unattended. Child A's Mother indicated she has observed the caregivers working with Child A with things such as self-feeding which indicated to her that Child A received appropriate care and attention. She stated she believes the incident on 7/19/2019 was a case of miscommunication which has not happened again.

On 8/29/2019, I made an onsite inspection of the child care center. I interviewed program director, Ms. Televede. She stated that the incident was reported to her immediately when it occurred. Ms. Televede indicated she followed up with the

parents of Child A and Child B and both children still attend the center. She stated she has provided coaching on staff communication for both caregivers involved.

On 8/29/2019, I interviewed Lead Caregiver, Ms. Wafa Derbas, who said she has worked at the center for two years. Ms. Derbas stated that on 7/19/2019, she requested a 30-minute lunch break and a 30-minute planning period, for a total of one hour outside the classroom. She stated that caregiver, Ms. Victoria Harris, came in to provide coverage during her break. Ms. Derbas stated she left the center and returned after 45 minutes. She stated that she returned to the classroom and told Ms. Harris that her break was not over yet. Ms. Derbas stated that she went into the Nursing Room inside the Infant classroom. She stated that this area is where caregivers can place their belongings and extra learning materials. Ms. Derbas indicated Ms. Harris explained what care she provided to the children while Ms. Derbas was gone. Ms. Derbas stated that she did not accept this information as an indication that Ms. Harris was leaving and she proceeded to stay in the Nursing Room working on organizing materials for a few more minutes. Ms. Derbas stated that when she came back to the classroom, she observed that Ms. Harris was not present and Child A and Child B were both in the classroom. One child was in a crib and another child was in a bouncer on the floor. Neither child displayed signs of distress and she did not hear them cry. Ms. Derbas stated she called her supervisor to immediately report the incident. Ms. Derbas stated she has never observed the children left unsupervised in the classroom before or after the incident on 7/19/2019. She stated that no parents have expressed concerns about the incident or the supervision provided in the classroom.

On 8/29/2019, I interviewed caregiver, Ms. Harris, who stated she has worked at the center for one year as an assistant teacher. She stated that on 7/19/2019, she was asked to cover a 30-minute break for Ms. Derbas in the Infant Room. She stated there were three children present when she arrived and one child was picked up, which left Child A and Child B in the room. Approximately 45 minutes passed when Ms. Derbas returned to the classroom. Ms. Harris stated that Ms. Derbas went toward the Nursing Room as Ms. Harris stood up and gave her a verbal report on the children. Ms. Harris stated she then signed out and left the classroom. Ms. Harris stated the door to the Nursing Room was open and she thought that Ms. Derbas was hanging up her purse. Ms. Harris indicated that later, Ms. Televede explained Ms. Derbas was in the Nursing Room for planning time. Ms. Harris stated that when she was initially contacted to provide break coverage, the management staff did not realize Ms. Derbas intended to take her lunch break and planning time back to back, which is why Ms. Harris was only asked to cover a 30-minute break. She indicated that if Ms. Derbas made the statement that her break wasn't over yet, she did not hear her say that. Ms. Harris stated that no parents have come to her with concerns about the incident. She also stated that there have not been any other incidents where the infants were left unattended.

On 8/29/2019, I reviewed the caregiver sign in sheet for the Infant Room. I observed that on 7/19/2019, Ms. Harris signed out of the room at 3:27 pm and Ms. Derbas

signed in at 3:33 pm. According to this document, the Infant Room was without an adult caregiver for five minutes.

On 9/25/2019, I interviewed Child B's Mother. She stated she was contacted by the center immediately following the incident. Child B's Mother described it as an isolated incident as she has not observed the classroom unattended by an adult caregiver. She stated she is in the center two to three times daily to nurse Child B so, she frequently observes the classroom. Child B's Mother stated she has no concerns about the supervision provided.

<b>APPLICABLE RULE</b>	
<b>R 400.8182</b>	<b>Ratio and group size requirements.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	On 7/19/2019, there was no caregiver inside the Infant Room for approximately five minutes.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff and volunteers</b>
	<b>(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.</b>
<b>ANALYSIS:</b>	On 7/19/2019, appropriate care and supervision of the children was not provided as there was no caregiver inside the Infant Room for approximately five minutes.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend this special investigation be closed.

*Chandra Betts*

10/14/2019

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Chandra Betts  
Licensing Consultant

Date

Approved By:

*Erika Bigelow*

10/14/2019

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Erika Bigelow  
Area Manager

Date