



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

October 7, 2019

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

RE: License #: DC820294560
Investigation #: 2019D0910027
Childtime Learning Center #0635

Dear Ms. Zoro:

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 08/07/2019. I interviewed Child A Mother, Child A Father Ms. Robin Brown, Program Director, Ms. Angel Smith, Caregiver, Ms. Mary Morrison, Caregiver, [REDACTED] Child B Mother, Child C Mother, and Child D Mother.

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

R 400.8125 (1) Staff and volunteers.

Due to the violations, 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.

- 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 redacted report and any related corrective action plans must be filed in your licensing notebook. This redacted 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 (313) 456-0380.

Sincerely,



Nicole Gibby, Licensing Consultant
 Bureau of Community and Health Systems
 Cadillac Pl. Ste 9-100
 3026 W. Grand Blvd
 Detroit, MI 48202
 (313) 938-5874

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC820294560
Investigation #:	2019D0910027
Complaint Receipt Date:	08/05/2019
Investigation Initiation Date:	08/05/2019
Report Due Date:	10/04/2019
Licensee Name:	Childtime Childcare, Inc.
Licensee Address:	Suite 100 21333 Haggerty Road Novi, MI 48375
Licensee Telephone #:	Unknown
Administrator:	Tanya Zoro, Designee
Licensee Designee:	Tanya Zoro, Designee
Name of Facility:	Childtime Learning Center #0635
Facility Address:	19251 Mack Avenue Grosse Pointe Woods, MI 48236
Facility Telephone #:	(313) 886-6565
Original Issuance Date:	09/23/2008
License Status:	REGULAR
Effective Date:	09/23/2017
Expiration Date:	09/22/2019
Capacity:	83
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child A (three-month-old, male) has had his bottle lost and given the wrong formula by staff. Child A had a bleach stain on his back.	Yes

III. METHODOLOGY

08/05/2019	Special Investigation Intake 2019D0910027
08/05/2019	Special Investigation Initiated - Telephone I spoke with Child A (three-month-old, male) Father and Child A Mother.
08/07/2019	Inspection Completed On-Site- I completed an unannounced on-site inspection, I arrived at 3:15 p.m. and departed 4:35 p.m.
08/07/2019	Exit Conference- Exit conference with Ms. Robin Brown, Program Director.
09/11/2019	Contact- Telephone call made. I attempted to interview Child B (five-month-old, male) Mother.
09/19/2019	Contact- Telephone call made. I attempted to interview Child C (four-month-old, male) Mother, Child C Father.
10/7/2019	Contact- Telephone call made. I spoke with Child B (five-month-old, male) Mother and Child D (four-month-old, male) Mother. I attempted to interview Child C Mother.
10/10/2019	Contact- Telephone call received. I spoke with Child C Mother.

ALLEGATION: Child A (three-month-old, male) has had his bottle lost and given the wrong formula by staff. Child A had a bleach stain on his back.

INVESTIGATION: On 08/05/2019, I spoke with Child A Father and Child A Mother. Both parents stated that Child A bottle was misplaced and another child's bottle was sent home with Child A. They both were concerned that Child A was given another

child's formula. Child A Father and Child A Mother told me that Child A had bleach on the back of his shirt and felt that Child A had been sprayed with a bleach bottle.

On 08/07/2018, I completed an unannounced onsite. I spoke with Ms. Robin Brown, Program Director. She told that initially she was aware that the bottle was misplaced. She explained that she received a call from Child A Parent informing her that Child A bottle was misplaced. Ms. Brown explained that Ms. Angel Smith, Caregiver was getting the bottles together at dismissal time. Ms. Smith was rinsing the bottles out when Child A Parent and Child B (five-month-old, male) Parent arrived to pick up at the same time. and the wrong bottle was sent home with Child A. Ms. Brown told me that Child A was not given another Child's milk.

Ms. Brown told me that when Child A Father picked him up that Friday. He took all of his belongings and expressed his concern with Child A having bleach on the back of his shirt. Ms. Brown explained that it is possible that when Child A was changed the changing table was not completely dried off. Ms. Brown told me that she has not received any other complaints or concerns from other parents regarding bleach on their children's clothes.

I spoke with Ms. Smith, she told me that Child B lost and Child A Parents brought Child B bottle back 2 days later. She told me the family was given the wrong bottle. The bottle was placed in Child A bag by mistake. Ms. Smith told me that the bottle was empty and had been rinsed out.

Ms. Smith reported that Ms. Mary Morrison, Caregiver changed Child A on the changing table and didn't realize that the bleach solution had not been dried off. She stated Ms. Morrison placed Child A on the changing table and she realized the table was not dried, she immediately picked Child A.

On 10/7/2019, I spoke with Child B and Child D Mother. They both told me that they do not have any concerns with the childcare center returning their infant bottles and their children have never had bleach on their clothes. Child B Mother and Child D Mother both stated that really like the child care center and they don't have any concerns.

On 10/10/2019, I spoke with Child C Mother. She told me that she is very satisfied with the care that Child C receives and she has not any problems with the care that child C receives. Child C Mother did not have any concerns.

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:	Based on the interviews with Child A Mother, Child A Father Ms. Robin Brown, Program Director, Ms. Angel Smith, Caregiver, Ms. Mary Morrison, Caregiver, [REDACTED] B Mother, Child C Mother, and Child D Mother there is sufficient evidence to conclude that Child had bleach on his clothes after he was laid on the changing table.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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



10/8/2019

Nicole Gibby
Licensing Consultant

Date

Approved By:

Shirley D. Baskin
Area Manager

Date