



STATE OF MICHIGAN
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 LANSING

GRETCHEN WHITMER
 GOVERNOR

ORLENE HAWKS
 DIRECTOR

December 6, 2019

Kathleen Conroy
 Childtime Childcare, Inc.
 3916 52nd Street SE
 Kentwood, MI 49512

RE: License #: DC700393431
 RE: SI LOG #: 2020D0607002
 Childtime Learning Center
 163 Panther Drive
 Holland, MI 49424

Dear Ms. Conroy:

This letter is to advise you that the 12/05/2019 corrective action plan you submitted, regarding each rule violation cited in the recently completed Special Investigation Report, is approved. The special investigation has been closed.

You can find a copy of this corrective action approval letter and the associated report on our [website](#) under [Statewide Search for Licensed Child Care Centers and Homes](#). A description of each type of report and corrective action plans can be found under [Overview of Licensing Reports](#).

Violation cited	Noncompliance observed	Plan to correct	Date to be completed
R 400.8140(1) Discipline.	Ms. Rueter did not use positive methods of discipline when she handled Child A roughly on October 23, 2019 during naptime because he would not stay on his mat.	Staff have been retrained by the program director on positive discipline and redirection. Staff have been given two-way radios in order to reach out to the office or other classroom for assistance. The licensee designee has changed the rest time to schedule to allow for better accommodation of children's natural schedule of rest.	November 11, 2019
R 400.8182(3)(a)	Parents and staff have observed the Infant and Toddler rooms over ratio on	The program director has hired additional staff for the early	November 11, 2019

Ratio and group size requirements	various dates. Documentation provided by the center shows that the Toddler and Two's Rooms has been out of ratio on October 15, 16, and 17, 2019.	morning shifts. Hiring will continue as needed. Staff were trained to contact the office and other administrative staff to assist if ratios were impacted. Staff will ask parents to stay with children until additional staff arrive to assist.	
R 400.8137(10) Diapering; toileting.	The program director Ms. Leep and the staff I spoke with were not aware of the center's toilet learning policy. Without this knowledge they are not able to plan toilet learning cooperatively. Toilet learning has not been planned cooperatively between Child C's caregivers and his mother.	The program director and school education manager reviewed the toilet learning policy. They trained staff on the policy.	November 11, 2019

It is expected that the corrective action plan will be implemented within the time frames as outlined in your plan.

A follow-up evaluation may be made to verify compliance. Should the corrections not be implemented in the specified time, it may be necessary to reevaluate the status of your license.

The office provides technical assistance to meet the licensing requirements and consultation to improve services. Please contact me with any questions. In the event that I am not available and you need to speak to someone immediately, you may contact the local office at (616) 356-0183.

Sincerely,



Jessica Miranda-Bevier, Licensing Consultant
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 Unit 13, 7th Floor
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 Grand Rapids, MI 49503
 (616) 498-5459