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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 13, 2020

April Cole
Childtime Childcare, Inc.
Suite 100
21333 Haggerty Road
Novi, MI 48375

RE: License #: DC500294561
Investigation #: 2020D0427003
Childtime Learning Center #0643

Dear Ms. Cole:

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 400.9125 Staff and Volunteers.

The details of the allegations are in the attached report. To investigate the allegations, I completed an onsite inspection on 11/20/19. I interviewed the person who made the complaint, program director, licensee designee, and parents.

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

R 400.1925 Staff and Volunteers.

R 400.8140 Discipline.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 1/31/2020. 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 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 (810) 787-7031.

Sincerely,



Jennifer DeMuyne, Licensing Consultant
 Bureau of Community and Health Systems
 4809 Clio Road
 Flint, MI 48504
 (586) 256-1005

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC500294561
Investigation #:	2020D0427003
Complaint Receipt Date:	11/15/2019
Investigation Initiation Date:	11/20/2019
Report Due Date:	01/14/2020
Licensee Name:	Childtime Childcare, Inc.
Licensee Address:	Suite 100 21333 Haggerty Road Novi, MI 48375
Licensee Telephone #:	(248) 675-4662
Administrator:	April Cole, Designee
Licensee Designee:	April Cole, Designee
Name of Facility:	Childtime Learning Center #0643
Facility Address:	49143 Hayes Shelby Twp, MI 48315
Facility Telephone #:	(586) 532-7529
Original Issuance Date:	11/06/2008
License Status:	REGULAR
Effective Date:	07/07/2019
Expiration Date:	07/06/2021
Capacity:	160
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
On November 6, 2019 Caregiver Lexie Byrd tapped Child A's (9 month-old female) hand to stop Child A from grabbing food.	Yes

III. METHODOLOGY

11/8/2019	Contact – Telephone call received Program Director Leslie Kelly called to report a possible incident.
11/14/2019	Contact – Document sent Email from District Manager April Cole.
11/14/19	Contact – Telephone call made Spoke with Ms. Cole.
11/15/2019	Special Investigation Intake 2020D0427003
11/20/2019	Special Investigation Initiated - On Site Spoke with Program Director Leslie Kelly and District Manager April Cole. Arrival 10AM and Departure 10:45AM
12/12/2019	Contact - Telephone call made Left message for Child A's mother.
12/12/2020	Contact - Telephone call made Left message for caregiver Lexie Byrd.
12/12/2020	Contact - Telephone call received Spoke with Child A's mother.
12/12/2020	Exit Conference with Leslie Kelly.
12/23/2020	Inspection Completed-BCAL Sub. Compliance

ALLEGATION: On November 6, 2019 Caregiver Lexie Byrd tapped Child A's (9 month-old female) hand to stop Child A from grabbing food.

INVESTIGATION: On November 8, 2019 Program Director Leslie Kelly called to report a possible incident. She stated that a caregiver, Lexie Byrd, brought to her a parent complaint on November 7, 2019. Ms. Kelly, at the time of our conversation, had not yet had a conversation with Child A's parents. Ms. Kelly explained that Ms. Byrd told her that Child A's mother was upset over the way Ms. Byrd swatted Child A's hand away from a food container on November 6, 2019. She told Ms. Kelly that Child A's mother witnessed this action as she was watching a live feed video the center provides to parents. Child A's mother brought this to Ms. Byrd's attention and Ms. Byrd informed Ms. Kelly.

Ms. Kelly informed me that she will be speaking with Child A's mother to obtain more detail over what Child A's mother saw during the live feed. She had also contacted her corporate office and District Manager, April Cole, on November 7, 2019 to review the video. Ms. Kelly explained that video is not kept on site and she must make a request to her superiors to review the video.

On November 13, 2019 Ms. Cole emailed me that Ms. Byrd had been put on Administrative leave on November 11, 2019 during the corporate investigation. The video had been found by the security team and sent to Ms. Cole late on November 8, 2019. She reviewed the video the following week. I spoke with Ms. Cole on November 14, 2109 about the results. She stated that the video shows Ms. Byrd smack Child A's hand after Child A grabbed a food container. Ms. Cole stated this action was against company policy and training. Ms. Byrd's employment was terminated on November 12, 2019.

On November 20, 2019 I conducted an announced inspection at Childtime. This was a scheduled appointment with Ms. Cole and Ms. Kelly to review the video. The video was created on November 6, 2019 at approximately 12:30PM. The recording was about two minutes in length showing the infant room. I observed Ms. Byrd sitting in a chair opposite Child A sitting in a high chair. She has Child B (8 month-old male) in her lap, Child C (9 month old male) on the floor near her in the chair. Child D (3 month-old male) is in a crib outside of the camera shot. There were only four children in the room at the time of the incident and Ms. Byrd was the only caregiver.

During the video I watched as Child A grabbed a food container that was in front of her on the high chair tray and bring it closer to her chest. I then watched as Ms. Byrd pull the container away from Child A and then smack Child A's hand. This happens very quickly in the video. There is no sound to the recording. While it does not appear that Child A was in distress after the incident, it is unknown if she had a reaction later to Ms. Byrd's care. Ms. Kelly stated that Ms. Byrd denied hitting Child A.

Ms. Kelly stated that Child A still attends the child care. Ms. Cole stated that she had been in contact with Child A's mother to explain the incident and the action taken by center administration.

On December 12, 2019 I spoke with Child A's mother over the telephone. She stated that she had no concerns prior to the incident. She just happened to look at the screen at around the same time as the incident happened. She explained that that would not have been her reaction to Child A grabbing an item. There was no injury to Child A's hand and she is still enrolled the center.

I left a message for Ms. Byrd on December 12, 2019. As of the report date I have not received a response.

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:	Ms. Byrd did not provide appropriate care or supervision when she left a food container that she did not want Child A to touch in front of Child A to grab. Ms. Byrd then hit child A's hand after Child A grabbed the container.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.8140	Discipline.
	(2) All of the following means of punishment shall be prohibited: (a) Hitting, Spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
ANALYSIS:	Ms. Byrd did hit Child A's hand as a disciplinary measure after Child A grabbed a container that Ms. Byrd did not want her to touch.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan I recommend no change to license status.



1/13/20

Jennifer DeMuyck
Licensing Consultant

Date

Approved By:



1/13/2020

Scott W. Bettys
Area Manager

Date