



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 2, 2020

Kathleen Conroy
Learning Care Group
3916 52nd Street
Kentwood, MI 49546

RE: License #: DC410294545
Investigation #: 2020D0604008
Childtime Learning Center #0636

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 400.8125(1) Staff; volunteer; requirements

The details of the allegations are in the attached report. To investigate the allegations:

- I interviewed the program director, licensee designee, child care staff members, and parents.
- I completed on-site inspections on the following dates: 02/12/2020.

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

R 400.8125(1) Staff; volunteer; requirements

I recommend no change to the current license status.

Due to the violation, you must send us a corrective action plan by 03/22/2020. 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.

During this special investigation:	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](#).

Sincerely,



Rachel Arens, Licensing Consultant
 Bureau of Community and Health Systems
 Unit 13, 7th Floor
 350 Ottawa, N.W.
 Grand Rapids, MI 49503
 (616) 916-5074

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC410294545
Investigation #:	2020D0604008
Complaint Receipt Date:	02/11/2020
Investigation Initiation Date:	02/11/2020
Report Due Date:	04/11/2020
Licensee Name:	Childtime Childcare, Inc.
Licensee Address:	Suite 100 21333 Haggerty Road Novi, MI 48375
Licensee Telephone #:	(248) 675-4662
Administrator:	Kathleen Conroy, Designee
Licensee Designee:	Kathleen Conroy, Designee
Name of Facility:	Childtime Learning Center #0636
Facility Address:	1901 E. Paris Kentwood, MI 49546
Facility Telephone #:	(616) 975-1955
Original Issuance Date:	09/29/2008
Status:	REGULAR
Effective Date:	04/08/2019
Expiration Date:	04/07/2021
Capacity:	90
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
On 02/07/2020, caregiver Frankie Williams did not provide appropriate care to Child A when she physically moved the child in an unsafe manner by putting a hand on Child A's chest and neck area and pushing back.	Yes

III. METHODOLOGY

02/11/2020	Special Investigation Intake 2020D0604008
02/11/2020	Special Investigation Initiated - Telephone Program Director Jayne Johnson verbally reported the allegations.
02/11/2020	Contact- Document received Ms. Johnson emailed a copy of the incident report.
02/12/2020	Inspection Completed On-site From 12pm-12:45pm. I interviewed Ms. Johnson and caregivers Kaylea Hughes and Aubree Walker. Received a written statement from Frankie Williams.
02/12/2020	Contact - Telephone call made Attempted to contact Ms. Williams.
02/19/2020	Contact - Face to Face From 4:30-5pm with Kathleen Conroy and Melisa Ricketson-Bowman at the Child Care Licensing office to review video evidence of the incident.
02/19/2020	Contact - Telephone call made Attempted to contact Ms. Williams.
03/02/2020	Exit Conference with Kathleen Conroy.

ALLEGATION: On 02/07/2020, caregiver Frankie Williams did not provide appropriate care to Child A when she physically moved the child in an unsafe manner by putting a hand on Child A's chest and neck area and pushing back.

INVESTIGATION:

On 02/11/2020 I received a phone call from Program Director Jayne Johnson. She stated that on the morning of 02/10/2020 Child A's mother approached her with allegations from her daughter of "inappropriate touch to her neck area." Ms. Johnson said she had been investigating by speaking with some of the teachers, and that their corporate office had reviewed video footage of the incident and there was "a questionable touch or hold." "I had the Education Manager in here and we met with the teachers to see if they'd noticed anything, but no one had any concerns." Child A's mother told Ms. Johnson that over the weekend Child A told her that a teacher put her hands on her neck and said, "You're not being a good listener, please sit down" and pushed her down. The child's mother asked her to show her what happened, and Child A put her hand on the front of her mother's neck and squeezed. She told her mother it was Ms. Williams and also that it happened when they were getting ready to go outside. Ms. Johnson figured out a time estimate from the child saying it was before they went outside the Friday before. "The district managers pulled the video and were able to view it. From what I understand, it looked more like redirection, the child was running toward her and she was redirecting. Her hand was on the neck area. I didn't see it, but it sounds like there was definitely a touch, she was trying to stop the child." Ms. Williams was the only caregiver in the classroom at the time of the incident.

I asked Ms. Johnson why she didn't call in the allegations to licensing within the 24-hour timeframe the rules require. She said, "Our protocol is to call our district managers and complete some preliminary investigation. I just heard from the district managers that it does seem like something happened, so now I'm reporting it to you and I'm going to call CPS (Child Protective Services)." I instructed Ms. Johnson that her responsibility as a mandated reporter is to immediately report these allegations to Child Protective Services and to report to licensing within 24 hours, and not to wait to report based only on the corporations own investigative efforts. She said she understood this now.

On 02/11/2020 I contacted Child A's mother. She stated that on 02/07/2020 she was sitting at the kitchen table with Child A, not even talking about school when Child A suddenly said, "I wasn't being a good listener at school. The teacher grabbed me right here because I wasn't being a good listener." She grabbed her neck. Child A's mother asked her to show her on her body, and Child A "put her hands on my neck and squeezed. I kept asking her, 'are you sure?' and she kept saying 'yes.'" Child A's father asked her the same question, and she said the same thing to him. Child A's mother spoke to Ms. Johnson on Monday morning and informed her of the allegations. "She said she'd talk to the teachers. She called me back and said the teachers all said they didn't see anything. She also said she spoke to the teacher in question and she seemed to answer questions appropriately." Child A's mother said Ms. Johnson told her that the

caregiver was placed on administrative leave. “We were worried about that – about her being there when Child A goes back on Friday.”

I completed an on-site inspection at the center on 02/12/2020. Ms. Johnson said that Ms. Williams has been employed by the center for around 2 months and she has had no previous concerns for how she interacts with or disciplines children. She said no parents or staff had approached her with concerns either. “Parents like her, she’s friendly and had good references. She’s a kind person and very respectful. We’ve had no concerns at all.” Ms. Williams was placed on administrative leave. “She was in the classroom alone at the time, so no one saw anything. But in the video footage I guess there is an incident which matches up to the child saying it happened before going outside.”

I interviewed caregiver Kaylea Hughes, who was worked with Ms. Williams on occasion. “I helped train her, so I worked closely with her for about two weeks, but I never saw anything concerning. Sometimes she didn’t engage with the kids in the same way we do here, but it wasn’t threatening, she just expects more from them. Academically, not in a bad way.” Ms. Hughes said the children love Ms. Williams. “She’s a lot of fun. I’ve never heard any parents have concerns about her, and other staff haven’t said anything. I’ve never seen her touch a child in a way she shouldn’t.”

Aubree Walker is the school education manager. She said Ms. Williams “is very polite, she interacts appropriately that I’ve witnessed. She uses her words to redirect, and I’ve never seen her put her hands on a child inappropriately.” Ms. Walker has had no parents or staff voice concerns to her about Ms. Williams, and she’s never had concerns herself.

I attempted to call Ms. Williams on 02/12/2020 and 02/19/2020 but was unable to reach her. During my on-site at the center on 02/12/2020 Ms. Johnson gave me a copy of a written statement from Ms. Williams dated 02/11/2020 that stated she did “not recall any issues happening that day with any of my friends.” It also stated, “When I do place my hands on the children, I inform my director. I place my hands on their arms to redirect them or help them on the carpet area and their centers if needed.”

On 02/19/2020 District Manager Kathleen Conroy and Program Director Melisa Ricketson-Bowman came to the Child Care Licensing office in Grand Rapids, Michigan, to show me the video footage of the incident. Ms. Conroy said upon entering, “There is definitely an incident.” There is video footage from two separate angles of the same incident. The footage shows Child A crawling or laying on the circle time rug. Ms. Williams grabs child A with one hand at the front of her body around the chest/collarbone area and her other hand at the child’s back and she pulls her up and pushes her backward until she is in a seated position against the wall, all the while with one hand on the child’s chest/collarbone area. She does move Child A inappropriately, with a hand on the front of the child pushing back. Ms. Conroy said they terminated Ms. Williams’s employment due to the content of the video. Ms. Williams told her she doesn’t remember anything like that happening.

APPLICABLE RULE	
R 400.8125	Staff; volunteer; requirements.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	Frankie Williams did not provide appropriate care of Child A when she inappropriately moved her backward with a hand on her chest/collarbone area.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.8158(1)	Incident, accident, injury, illness, death, fire reporting.
	(1) A center shall make a verbal report to the department within 24 hours of the occurrence of any of the following: (b) An incident involving an allegation of inappropriate contact.
ANALYSIS:	Child A's mother reported the allegations to Program Director Jayne Johnson on the morning of 02/10/2020. She did not report the allegations to licensing until the afternoon of 2/11/2020, after the organization had completed an internal investigation of their own.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

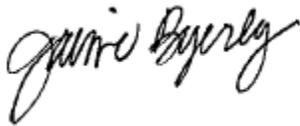


02/26/2020

Rachel Arens
Licensing Consultant

Date

Approved By:



03/02/2020

Jaime Byerly
Area Manager

Date