



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

March 10, 2020

Kathleen Conroy  
Childtime Childcare, Inc.  
Suite 100  
21333 Haggerty Road  
Novi, MI 48375

RE: License #: DC700393431  
RE: SI LOG #: 2020D0613005  
Childtime Learning Center  
163 Panther Drive  
Holland, MI 49424

Dear Ms. Conroy:

This letter is to advise you that the 03/09/2020 corrective action plan you submitted, regarding each rule violation cited in the recently completed Special Investigation Report, is approved.

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. 400.8125(1)	Appropriate care and supervision were not provided to Child A at all times. Child A and Child C had known issues with one another which led to physical altercations. These altercations led to injuries to Child A on at least two occasions.	All staff were made aware of the negative relationship between the two students. Staff were trained by school education manager Heather Hart to maintain special attention to the children, keeping them separated when necessary. The PD will reach out the parents of the children to move one of them to a different classroom if the children return to the center.	Ongoing

		Staff were all trained in positive redirection as well.	
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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,



Mary Dufon, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503  
(616) 295-6530