



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

ORLENE HAWKS
DIRECTOR

April 15, 2020

REDACTED REPORT

Nicole Harris
Pontiac School District
47200 Woodward Ave.
Pontiac, MI 48342

RE: License #: DC630297670
Investigation #: 2020D0429010
Frost Elementary School

Dear Ms. Harris:

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 400.8140	Discipline.
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The details of the allegations are in the attached report. To investigate the allegations:

- I interviewed the program director, child care staff members, parents, and children.
- I completed onsite inspections on 2/13/20 and 2/19/20.

As a result of this investigation, I recommend no change to the current license status. I did not find any violations. The special investigation report is attached.

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"/>

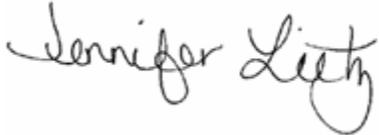
You will be sent two copies of this report. One is **not for public disclosure** and one is a **redacted report**.

- The report marked **not for public disclosure** is for your records only. This copy may contain legally protected information. It must not be placed in your licensing notebook.

- The report marked **redacted report** may have some legally protected information blacked out. The **redacted report** and any related corrective action plans must be placed in your licensing notebook. The **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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Jennifer Lietz".

Jennifer Lietz, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(517) 899-5987

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC630297670
Investigation #:	2020D0429010
Complaint Receipt Date:	02/13/2020
Investigation Initiation Date:	02/13/2020
Report Due Date:	04/13/2020
Licensee Name:	Pontiac School District
Licensee Address:	47200 Woodward Ave. Pontiac, MI 48342
Licensee Telephone #:	(248) 451-7501
Administrator:	Nicole Harris, Designee
Licensee Designee:	Nicole Harris, Designee
Name of Facility:	Frost Elementary School
Facility Address:	723 Cottage Pontiac, MI 48342
Facility Telephone #:	(248) 451-7770
Original Issuance Date:	09/15/2008
License Status:	REGULAR
Effective Date:	03/18/2019
Expiration Date:	03/17/2021
Capacity:	256
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child care staff member Arlene Monroe grabbed Child A (4-year-old, male), Child B (4-year-old, male), Child C (5-year-old, male), and Child D (4-year-old, male) by their shoulders and shook them. She screamed in their faces and "flung" Child A onto his cot (dates unknown).	No

III. METHODOLOGY

02/13/2020	Special Investigation Intake 2020D0429010
02/13/2020	Special Investigation Initiated - On Site From 1:00 PM to 2:22 PM. Joint investigation with the [REDACTED] [REDACTED] Interviewed director Nicole Harris, child care staff member Gabariel Carthane, and Child A, B, C, and D. Scheduled date/time to interview Arlene Monroe and Catherine Coit with their union representatives.
02/19/2020	Inspection Completed On-site From 10:30 AM to 12:30 PM. Interviewed caregivers child care staff member Catherine Coit and Arlene Monroe. Talked with assistant superintendent of Human Resources (HR) Ylonda Kellum.
02/21/2020	Contact - Telephone call made Exit conference with [REDACTED]
02/21/2020	Exit Conference With designee Nicole Harris.

ALLEGATION: Caregiver Arlene Monroe grabbed Child A (4-year-old, male), Child B (4-year-old, male), Child C (5-year-old, male), and Child D (4-year-old, male) by their shoulders and shook them. She screamed in their faces and "flung" Child A onto his cot (dates unknown).

INVESTIGATION: Director Nicole Harris self-reported the allegations to the [REDACTED] and to our department. On 2/13/20, [REDACTED] and I interviewed Ms. Harris together at the center. Ms. Harris stated on 2/6/20, child care staff member Arlene Monroe came to

her and informed her that she had argued with another child care staff member Catherine Coit because she felt Ms. Coit was on her phone too much and was not helping with the classroom responsibilities. A short time later, Ms. Coit came to Ms. Harris and told her Ms. Monroe was getting “stressed out” by the children and has been “rough” with them and has screamed in their faces. When asked to elaborate and to give dates and times of these incidents, Ms. Coit could not give specifics. On Friday 2/7/20 Ms. Harris decided to move Ms. Coit to another classroom until they could discuss the situation further. They set a meeting up for 2/11/20. At the meeting, both staff members talked about the stress in the classroom brought on by Child A, Child B, Child C, and Child D due to their behavioral issues. Then at the end of the meeting, Ms. Coit stated Ms. Monroe screams at these four children and grabs them by their shoulders and shakes them. She also stated Ms. Monroe has “flung” Child A on his cot. Again, Ms. Coit was unable to give timeframes for these incidents other than saying it has occurred several times. When asked why she did not report this when it happened, Ms. Coit stated she did not know what to do and that she did not think anyone would listen to her. Ms. Monroe denied that she ever “manhandled” or screamed at any of the children in the classroom. Ms. Harris called the school district’s human resources (HR) department and a meeting was scheduled with HR at 10:00 AM on 2/12/20.

Ms. Harris stated during the meeting with HR and their union representatives on 2/12/20, Ms. Coit said the same allegations she stated the day before and Ms. Monroe continued to deny the allegations. Child care staff member Gabariel Carthane was also interviewed because she covers breaks between 12-4 pm daily and works with both Ms. Monroe and Ms. Coit. When Ms. Carthane was asked if she has witnessed anything inappropriate in their classroom, she stated she has observed both staff members yelling at the children but could not provide any specific details or dates. She also said she saw Ms. Monroe grab Child A by the shoulder and shake him but again could not say when this occurred. Ms. Carthane stated she had discussed this incident with Ms. Coit but neither ever reported it nor addressed it with Ms. Monroe. Due to the allegations, human resources decided that Ms. Monroe and Ms. Coit should remain separated and working in different classrooms.

Ms. Harris stated after the meeting, she contacted Child A, Child B, Child C and Child D’s parents. None of them had any concerns regarding either child care staff member. Also, none of the children have complained about either staff member or the center. No marks or bruises have been seen on any of the children. Ms. Harris stated Ms. Monroe has been employed for [REDACTED] and has never had any disciplinary actions taken against her. Ms. Harris stated she has never had any concerns with Ms. Monroe’s conduct in the classroom. She also has never had any staff, parent, or children complain to her about Ms. Monroe. She confirmed that there are no cameras in the classrooms to review to see if anything inappropriate did or did not happen. Mr. Woodside asked if we could talk to Child A, Child B, Child C, and Child D and Ms. Harris said, “Yes”, but advised us that all four children struggle with their speech so interviewing them may be a challenge.

[REDACTED] and I interviewed Child A, Child B, Child C, and Child D separately in the center's office. [REDACTED]

[REDACTED] and I interviewed child care staff member Gabariel Carthane in the center's office. Ms. Carthane stated she is a building helper and goes around to the different classrooms and helps break the staff members for lunch. When asked if she knew why we were here, she stated because she saw Ms. Monroe "manhandle" Child A. She continued to say when Child A would get up and run around during naptime, she observed Ms. Monroe grab him by the arm and put him back on his cot. This happened three times with the first time being right after Thanksgiving break. She only saw this happen at naptime and she only saw this happen to Child A. She stated the incidents were spread out and she did not remember any specific information or dates of the incidents. She also said Ms. Monroe screams "sit down" and "be quiet" to the children and she feels her voice may scare them. When asked why she did not report the incidents, she stated she did not know if the allegations would "come back on her," so she just kept her mouth shut. Ms. Carthane stated no one else at the center has ever reported anything concerning to her regarding Ms. Monroe. When asked about the center's discipline policy, Ms. Carthane stated they are supposed to talk with the children or have them sit aside to calm down.

On 2/19/20 [REDACTED] and I interviewed Catherine Coit in the center's office. Her union representative Fred McFadden and the assistant superintendent of HR Ylonda Kellum were present. Ms. Coit was asked if she knew the reason she was being interviewed and she stated because she made allegations regarding Ms. Monroe's behavior towards the children. She stated Ms. Monroe has been aggressive with some of the children and has been getting into their faces and yelling at them. She identified these children as Child A, Child B, Child C, and Child D. Ms. Coit had written notes that she kept referring to during the interview. She stated Child A is a very active child and does not sit still well. She stated Ms. Monroe put Child A's cot under a desk for naptime and he has bumped his head on the desk at least two times. She stated that on 1/28/20 or 1/29/20, Ms. Monroe grabbed Child A when he got off his cot during naptime and put him back down "hard" onto his cot. She does not like or agree with Ms. Monroe's actions of putting her hands on the children. Ms. Coit stated Ms. Monroe yells at Child B to lay on his cot, too. She has grabbed Child C by his shoulders and yelled at him to get back on his cot or stop running. This has happened more than once. One time she grabbed Child C and was going to put him in a chair, but he missed the chair and fell on the floor. She has

also grabbed Child D and yelled at him. Child A, Child C, and Child D have cried when this has happened to them. Ms. Coit did not have specific dates for these incidents.

Ms. Coit stated she had complained about Ms. Monroe's yelling last year too, but it has gotten more aggressive since they got back from Christmas break in January 2020. Ms. Coit stated these incidents do not happen all the time and that Ms. Monroe can be very kind, but she has a lot of stress in her life right now that may be making her react differently than normal. Ms. Coit admitted that "Yes", her own voice does get loud towards the children at times, but she has never put her hands on the children. Ms. Coit stated during the meeting she had with Ms. Harris and Ms. Monroe on 2/11/20, she voiced her real concerns regarding Ms. Monroe. She stated that before this, she felt that if she brought up her concerns it would not have went anywhere, but she decided she finally had to speak up. Then they had another meeting with HR and their union representatives on 2/12/20. She is no longer working in the same classroom as Ms. Monroe.

████████████████████ and I interviewed Arlene Monroe in the center's office. Her union representative Michael Mickens and the assistant superintendent of HR Ylonda Kellum were present. Ms. Monroe was asked if she knew why she was being interviewed, and she said because she was accused of grabbing Child A, Child B, Child C, and Child D. Ms. Monroe stated during the meeting on 2/11/20 with Ms. Harris and Ms. Coit, they were supposed to work things out and see if things could run smoother in the classroom, but during the meeting, Ms. Coit said that Ms. Monroe was hitting the children. She further stated that Ms. Coit accused her of throwing Child A on his cot, which Ms. Monroe denies, and putting him under a desk at naptime. Ms. Monroe stated Child A goes under the desk on his own during the day if he gets over stimulated and that it is his "safe space." The desk is by the classroom door and he can look out the door's window and wave as people walk past. During naptime, he would get off his cot and go under the desk, so Ms. Monroe just moved his cot under the desk. Ms. Monroe also stated that Ms. Coit accused her of shaking the children, which Ms. Monroe denied doing. Ms. Monroe stated the only time she touches the children is when she gives them hugs or high fives. Ms. Monroe stated there was one time when she had to call to Child D multiple times to get him to come to her after he had a bathroom accident in his pants, but she denied ever grabbing him. She also stated there was a time where she had to grab Child C when he was about to fall off the stage in the gym, but she grabbed him to keep him safe. Ms. Monroe stated that she has yelled in class, but not the way Ms. Coit described. She stated she has never gotten in the children's faces and yelled at them.

Ms. Monroe stated she wishes she knew where these allegations were coming from and that she knew Ms. Coit was angry with her but does not know why. They have had a good relationship up until this point. She admitted she and Ms. Coit had some issues last school year but worked them out and asked Ms. Harris to let them work together again this school year.

Ms. Monroe stated no parents have ever come to her with any complaints or moved their child from her classroom. She stated she sees Child A and Child B's parents almost every day and she has good rapport with them. Neither of their parents have ever approached her with any concerns about how she cares for their children. She also stated that on the day Ms. Harris had to call the parents to ask them if they had any concerns, the parents came to the center and spoke with her and told her they felt bad that someone would say something like that about her and that she had their support. Ms. Monroe became emotional and stated she feels terrible for the parents and the children for having to go through this. She adamantly denied ever grabbing or shaking the children as a discipline method.

[REDACTED]

[REDACTED]

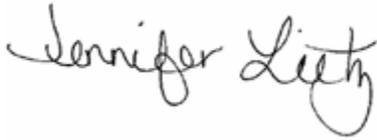
Ms. Harris stated she and HR did not have any concerns with Ms. Monroe so that is why they did not put her on administrative leave while the investigation was pending. They have moved Ms. Coit to a different classroom, and she will no longer be working with Ms. Monroe. Ms. Harris will continue to check the classrooms throughout the day and remind staff to let her know if they need help with any of the children or a break from the classroom if they are having a rough time with behavior issues throughout the day.

APPLICABLE RULE	
R 400.8140	Discipline.
	(1) Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.
ANALYSIS:	Positive methods of discipline were used with Child A, Child B, Child C, and Child D.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.8140	Discipline.
	(2) All of the following means of punishment are prohibited: (a) Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
ANALYSIS:	Ms. Monroe did not shake Child A, Child B, Child C, or Child D.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change to the status of this child care license.

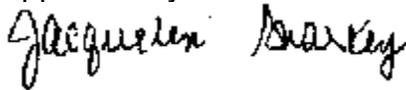


04/14/20

Jennifer Lietz
Licensing Consultant

Date

Approved By:



04/15/2020

Jacquelin Sharkey
Area Manager

Date