



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

ORLENE HAWKS
DIRECTOR

April 20, 2020

Kathleen Conroy
Childtime Childcare, Inc.
6975 Byron Center Ave
Byron Center, MI 49315

RE: License #: DC700393431
2020D0614008
RE: SI LOG #: Childtime Learning Center
163 Panther Drive
Holland, MI 49424

Dear Ms. Conroy:

This letter is to advise you that the 04/18/2020 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
R400.8125(1) Staff; volunteer; requirements.	Child care staff members Ms. Nemeč and Ms. Mueller were observed being rough with the infants on camera by grabbing infants by one arm and dragging them. Infants were observed crying as a result.	Both child care staff members have been terminated. Ms. Novak, Ms. Hart and Ms. Conroy will complete training on how to handle an infant and develop policies regarding this at the center.	05/15/2020

R400.8140(1) Discipline.	Child care staff members, Ms. Mueller and Ms. Nemeč did not use positive methods of discipline when pulling children by one arm and signing “no” repeatedly or continuing to push down their arms when they are reaching at the snack table.	The center will have a training take place regarding safe handling of infants.	05/15/2020
R400.8182(3)(a) Ratio and group size requirements.	Both caregivers, Ms. Roa and Ms. Quintanilla reported having more than four infants in the morning during times where child care staff members are shuffling throughout the center.	Ms. Novak and Ms. Hart will review the schedule and add additional staff as needed. A member of management will also arrive at the center by 7:00am to ensure classroom ratios are met.	04/18/2020

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,



Samantha Struppa, Licensing Consultant
 Bureau of Community and Health Systems
 Unit 13, 7th Floor
 350 Ottawa, N.W.
 Grand Rapids, MI 49503
 (616) 690-2934