



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 24, 2020

Attn: Kirsten Humitz
Howell IXL, LLC
5424 E. Grand River
Howell, MI 48843

RE: License #: DC470370944
Investigation #: 2020D0895012
IXL Learning Center

Dear Ms. Humitz:

I conducted a special investigation because the child care licensing division received information regarding your facility that related to licensing rules or law. The information was related to the following:

R 400.8125(1) Staff; volunteer; requirements.

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

- I interviewed the program director, licensee designee and child care staff member.
- I completed on-site inspections on the following dates: March 12, 2020.

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

R 400.8125(1) Staff; volunteer; requirements.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by July 10, 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](#).

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,



Thanh Biehl, Licensing Consultant
 Bureau of Community and Health Systems/ Child Care Licensing
 4th Floor, Suite 4B
 51111 Woodward Avenue
 Pontiac, MI 48342
 (734) 417-8580

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC470370944
Investigation #:	2020D0895012
Complaint Receipt Date:	03/10/2020
Investigation Initiation Date:	03/12/2020
Report Due Date:	05/09/2020
Licensee Name:	Howell IXL, LLC
Licensee Address:	5424 E. Grand River Howell, MI 48843
Licensee Telephone #:	Unknown
Administrator:	Kirsten Humitz, Designee
Licensee Designee:	Kirsten Humitz, Designee
Name of Facility:	IXL Learning Center
Facility Address:	5424 E. Grand River Howell, MI 48843
Facility Telephone #:	(517) 546-2000
Original Issuance Date:	02/13/2015
License Status:	REGULAR
Effective Date:	08/13/2019
Expiration Date:	08/12/2021
Capacity:	208
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
On March 5, 2020, Child A (male, 2 years old) was left unsupervised in the classroom.	Yes

III. METHODOLOGY

03/10/2020	Special Investigation Intake 2020D0895012
03/12/2020	Special Investigation Initiated - On Site (On-site 3:35 P.M. - 4:40 P.M.) Interviewed program director and licensee designee, Ms. Kirsten Humitz, and child care staff members, Ms. Jamie White, Ms. Kaitlyn Bair, and Ms. Kelsey McLaughlin, separately.
03/12/2020	Contact - Document Received Attendance records.
03/17/2020	Contact - Telephone call made L/M for Child A's Mother.
03/18/2020	Inspection Completed-BCAL Sub. Compliance
03/18/2020	Corrective Action Plan Requested and Due on 07/10/2020
03/18/2020	Exit Conference T/C with PD/LD Ms. Kirsten Humitz.

ALLEGATION: On March 5, 2020, Child A (male, 2 years old) was left unsupervised in the classroom.

INVESTIGATION: On March 7, 2020, I received an incident report from program director and licensee designee, Ms. Kirsten Humitz. According to the incident report, on March 5, 2020 at approximately 4:50 P.M., Child A (male, 2 years old) was left unsupervised in the Toddler Classroom. There were twelve children in the classroom with three child care staff members, Ms. Ashley Smith, Ms. Kaitlyn Bair and Ms. Jamie White. The children were being loaded into the wagons to go outside on a walk. Ms. Smith was the last person in the classroom before joining Ms. Bair and Ms. White on the walk.

Child B's Mother went into the Toddler Classroom and noticed that Child A was alone. She notified the caregivers that Child A was still in the classroom. Ms. Smith went into the classroom to get Child A.

After learning of the incident, Ms. Humitz spoke with Ms. Bair and Ms. White who confirmed that Child A was left behind in the classroom. Ms. Humitz did not speak with Ms. Smith because she had already left for the day.

On March 12, 2020, I completed an unannounced on-site inspection. I interviewed program director and licensee designee, Ms. Kirsten Humitz, and child care staff members, Ms. Jamie White, Ms. Kaitlyn Bair, and Ms. Kelsey McLaughlin, separately.

Ms. White is an assistant caregiver in the Toddler Classroom. Ms. White said on March 5, 2020, she was in the classroom with twelve children with Ms. Bair and Ms. Smith. It was around 4:30 P.M. and they were transitioning for outside play. They each had four children in care. According to Ms. White, Ms. Bair was the first to load up her four children in the wagon and went outside. Ms. White was the second person to leave the classroom with her four children. Ms. Smith was the last person in the classroom with the remaining four children. Child A was in Ms. Smith's group.

Ms. White said they were all outside with the children in the parking lot. The children were in the wagons and they were doing loops in the driveway. They were heading back to the classroom when Child B's Mother came out and told them that Child A was alone in the classroom.

Ms. White said she has never lost a child before and was in shock. She was not aware that Child A was left inside the classroom. She admitted that they did not complete a head count or a name to face count. They all went out separately, so she just assumed everybody had their children.

Ms. White said she did not report the incident to the office staff. She didn't know what to do and felt bad about the situation.

According to Ms. White, Child B's Mother emailed and informed Ms. Humitz about the incident. Ms. Humitz came to the classroom and spoke to her and Ms. Bair. Ms. Smith had already left for the day and was not present.

Ms. Bair is an assistant caregiver and floats between Toddler and Toddler Too Classrooms. She remembers that there were twelve children when the incident occurred. She, Ms. White and Ms. Smith each had four children. They were getting the children ready to go outside for a wagon ride. She went outside first and completed two loops in the parking lot. It was at the end of the day and parents were arriving to pick up their children. While they were outside, two of her four children were picked up. Ms. White came out next with her children. They completed another loop and one more child was picked up. About ten minutes later, Ms. Smith came outside with three children.

They all did another loop or two together. The traffic was getting heavy so they decided to head back inside the building.

Ms. Bair said she was the second person to go back inside the building; Ms. Smith was the first person. As they were entering the classroom, Child B's Mother informed them that Child A was alone in the room.

Ms. Bair said Child A was not upset. He was playing and pushing a cart around. The gates were closed so he couldn't leave the classroom.

Ms. Bair admitted that she did not complete a head count. She had her four children; Ms. White had her four children so she didn't think about completing a head count. Ms. White and Ms. Bair both believe Child A was left unsupervised for less than five minutes.

I interviewed Ms. Humitz who said she was unaware Child A was left unsupervised in the classroom. When asked how she became aware of the incident, Ms. Humitz said Child B's Mother informed her. Child B's Mother sent an email at 5:10 P.M. on March 5, 2020. However, Ms. Humitz didn't read the email until 5:30 P.M.

Upon learning of the incident, Ms. Humitz went to the Toddler Classroom to speak to the caregivers. She spoke with Ms. White and Ms. Bair who both confirmed that Child A had been left unsupervised in the classroom. Ms. Smith had left for the day so she did not have a chance to meet with her.

Ms. Humitz called and informed Child A's Mother of the incident at 5:40 P.M. According to Ms. Humitz, Child A's Mother was very understanding. Ms. Humitz also completed a follow up telephone call with Child A's Mother on Monday, March 9, 2020. She informed Child A's Mother of their plan of action which included training their staff on maintaining supervision of children and reminding staff to complete a head count by using the name to face on the Tadpole system.

The child care center uses the Tadpole system which tracks the children's arrival and departure times. Each classroom has an iPad tablet that caregivers use to track supervision and attendance throughout the day. The Tadpole system allows caregivers to move a child from one location to the next. In this situation, none of the caregivers completed a name to face count.

Ms. Humitz said lead caregiver, Ms. Cecily Gaines, had already left for the day when Child A was left unsupervised. She has spoken with Ms. Gaines to come up with a plan to name a person who will be in charge after Ms. Gaines leaves for the day. That person will be responsible for using the Tadpole tablet.

I interviewed Ms. McLaughlin who said she was assisting in the Young Preschool Classroom until 5:00 P.M. After leaving the classroom, she completed a director's check around 5:15 P.M. The purpose of a director's check is to verify ratio, capacity and room

check. Ms. McLaughlin said when she completed the director's check in the Toddler Classroom, none of the caregivers informed her of the incident regarding Child A. Ms. McLaughlin was unaware that Child A had been left unsupervised. She didn't learn about the incident until she went to the office and Ms. Humitz told her about Child B's Mother's email. The email indicated that Child B's Mother arrived at the center and observed Child B alone in the Toddler Classroom.

Ms. McLaughlin and Ms. Humitz met with Ms. White and Ms. Bair, separately. Ms. White and Ms. Bair said they had their children outside for a wagon ride. The children were separated by primary caregivers. Child A is in Ms. Smith's group. Ms. Smith was the last to come out with her children. According to Ms. McLaughlin, Ms. White and Ms. Bair both admitted that a name to face check was not completed.

Ms. McLaughlin and Ms. Humitz both said Ms. Smith was dismissed on Monday, March 9, 2020.

During the inspection, I obtained a copy of the attendance records for the Toddler Classroom. According to the attendance records dated March 5, 2020, there were twelve children present when the class started to transition for outside play at 4:30 P.M. On March 17, 2020, I called and left a message for Child A's Mother.

On March 18, 2020, I called and completed an exit telephone call with licensee designee, Ms. Humitz.

As of this date, the department has not received a telephone call from Child A's Mother.

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:	On March 5, 2020, the child care staff members did not provide appropriate care and supervision of Child A (male, 2 years old). Child A (male, 2 years old) was left unsupervised in the Toddler Classroom for less than five minutes. REPEAT VIOLATION ESTABLISHED SIR dated 04/10/2018; SIR #2018D0895012 Corrective Action Plan dated 04/12/2018
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Thanh C. Biehl

06/24/2020

Thanh Biehl
Licensing Consultant

Date

Approved By:

Jacquelin Sharkey

06/24/2020

Jacquelin Sharkey
Area Manager

Date