



STATE OF MICHIGAN
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 LANSING

GRETCHEN WHITMER
 GOVERNOR

ORLENE HAWKS
 DIRECTOR

August 19, 2020

Redacted Report

Christine Ford
 2113 Daylor Dr. NE
 Grand Rapids, MI 49525

RE: License #: DG410377888
 Investigation #: 2020D0607011
 Ford Christine

Dear Ms. Ford:

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 400.1913(3)(a) Discipline; child handling.

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

- I interviewed the person who made the complaint, licensee, child care personnel, and parents.
- I completed on-site inspections on the following dates: 07/13/2020, 07/22/2020, and 08/10/2020.

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"/>



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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 (616) 356-0183.

Sincerely,

A handwritten signature in black ink, appearing to read "JMB".

Jessica Miranda-Bevier, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 498-5459

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DG410377888
Investigation #:	2020D0607011
Complaint Receipt Date:	07/10/2020
Investigation Initiation Date:	07/13/2020
Report Due Date:	09/08/2020
Licensee Name:	Christine Ford
Address:	2113 Daylor Dr. NE Grand Rapids, MI 49525
Licensee Telephone #:	(616) 805-1482
Administrator:	N/A
Licensee Designee:	
Name of Facility:	Ford Christine
Facility Address:	2113 Daylor Dr. NE Grand Rapids, MI 49525
Facility Telephone #:	(616) 644-5434
Original Issuance Date:	06/26/2015
License Status:	REGULAR
Effective Date:	12/26/2019
Expiration Date:	12/25/2021
Capacity:	12
Program Type:	CHILD CARE GROUP HOME (CAPACITY 7-12)

II. ALLEGATION(S)

	Violation Established?
On 06/10/2020 child care provider, Christine Ford “flicked” Child A (male, age [REDACTED]) on the eyebrow. She has also spanked Child B (male, age [REDACTED])	No
Additional Findings	No

III. METHODOLOGY

07/10/2020	Special Investigation Intake; 2020D0607011
07/13/2020	Special Investigation Initiated – Telephone; spoke with Child A's mother
07/13/2020	Contact - Document Received; text from Child A's Mother
07/13/2020	Inspection Completed On-site; from 1:34pm-2:08pm; spoke with Christine Ford
07/13/2020	Contact - Document Received; text from Ms. Ford
07/14/2020	Contact - Telephone call made; voicemails left for Child B's Mother and Child C's Mother. Spoke with Child D's Mother.
07/16/2020	Contact - Telephone Call Made; second voicemail left for Child B's Mother and Child C's Mother. Spoke with Child E and F's Mother.
07/17/2020	Contact - Telephone Call Received; voicemail from Child B's Mother
07/20/2020	Contact - Telephone Call Made; spoke with Child B's Mother
07/20/2020	Contact – Document Received; photo and screenshots from Child B's Mother
07/20/2020	Contact - Document Sent; text sent to Ms. Ford requesting COVID-19 Preparedness and Response Plan
07/20/2020	Contact - Document Received; text from Ms. Ford with requested document

07/21/2020	Contact – Telephone Call Received; from [REDACTED]
07/22/2020	Inspection Completed On-Site; 10:30am-11:00am with [REDACTED] Spoke with Ms. Ford.
07/22/2020	Contact – Document Received; text from Ms. Ford
08/03/2020	Contact - Telephone Call Made; spoke with past child care staff member, [REDACTED]
08/10/2020	Inspection Completed On-Site from 2:30pm-2:56pm; spoke with child care assistant, Nathan Crinion
08/10/2020	Exit Conference; On-site with Ms. Ford

ALLEGATION: On 06/10/2020 child care provider, Christine Ford “flicked” Child A (male, age [REDACTED]) on the eyebrow. She has also spanked Child B (male, age [REDACTED])

INVESTIGATION: On 07/13/2020 I spoke with Child A’s Mother on the telephone. She explained that Child A began attending Ms. Ford’s child care home on 06/08/2020. On 06/11/2020 she received a text from Ms. Ford stating that due to behaviors that Child A was exhibiting (spitting and hitting) she could provide care for three weeks and she would need to find another child care provider. Child A did not attend Ms. Ford’s home on 06/11/2020. Child A has a [REDACTED] and an Individualized Educational Plan (IEP). Child A’s Mother stated that this information was given to Ms. Ford before Child A began. Ms. Ford did not “seem to have any concerns” about [REDACTED]. On 06/11/2020 Child A’s Mother asked Child A what had happened. Child A “got mad” and began to “flick” his eyebrow. Child A did not verbalize that he had been flicked. He made a flicking motion on his eyebrow. Child A later repeated the flicking motion to his grandmother. Child A’s Mother was present during the exchange. Child A’s Grandmother said, “Did someone do that?” “Who?” Child A said, “Ms. Chris, I didn’t like that...mad...don’t hit kids.” Child A’s Mother texted Ms. Ford to ask about the flicking. Ms. Ford texted back that she did not know what a flick was; her parents used the term “snap.” Ms. Ford stated that she gave a kiss on Child A’s forehead because he bumped it. Child A’s Mother stated that on Child A’s first day [REDACTED] Ms. Ford spanked Child A. She explained that on 06/08/2020 Ms. Ford came out of the home to meet her at the car; she was wearing a mask. Child A’s Mother and Child A were outside of the car. When Ms. Ford tried to pick up Child A to take him into the home, Child A slapped her. Ms. Ford “popped him on the butt” two times. Ms. Ford used a flat hand and hit twice. This startled Child A and he slapped Ms. Ford again. Child A’s Mother grabbed him by the hand and smacked it. She then walked him to the door. She

stated that child care is hard to find so she left Child A in care for the day. Ms. Ford and Child A's Mother texted periodically about his day and behavior during the [REDACTED] days Child A was in care. On 06/08/2020 he had a good day with little or no inappropriate behaviors. On 06/09/2020 and 06/10/2020 he had some issues with banging his head on the wall, hitting and spitting (sticking tongue out and blowing). During a conversation with Child B's Mother, Child B's Mother stated that Ms. Ford had spanked Child B (male, age [REDACTED]) while he was in care. Child A's Mother could not remember the date of the conversation with Child B's Mother or when Child B had been spanked.

I asked Child A's Mother to send me screenshots of the texts between her and Ms. Ford. She forwarded the texts to me later in the day.

On 07/13/2020 I made an unannounced on-site inspection at the home of Christine Ford. There were six children in attendance; five of the children were napping and an infant was awake. I checked to see where all the children were sleeping. One child was awake and playing with some items in the room. Ms. Ford walked in the room and reminded the child that it was naptime and helped her to lay down. During our interview the infant in care started fussing and crying. Ms. Ford comforted the child by holding him. After a few minutes, he began to fuss again. Ms. Ford went into the kitchen and made him a bottle. During this time Ms. Ford spoke calmly to the child and quickly made him a bottle. She continued to answer my questions calmly while the child was crying. After informing Ms. Ford of the allegations, she denied flicking Child A on the eyebrow or spanking him on his first day. She explained she does not hit or spank children as a form of discipline. The only time she has touched Child A on the head is when he fell; she kissed his head and gave him a hug. She did place her finger to his mouth and told him to not spit. Concerning the spanking on Child A's first day, Ms. Ford stated he "smacked her on the face three times"; she held his hands and said, "Don't do that, no thank you." Child A's Mother did not do anything. Ms. Ford stated she did not spank him. Ms. Ford stated that on 06/11/2020 she texted Child A's Mother telling her that he was "too much to handle". He had been banging his head on the wall, spitting, and had hit another child. She did not feel this was the "best place for him." And she would not be able to "provide adequate care." She said she could provide three weeks of care to transition him to another facility. Ms. Ford stated that Child A's Mother had not inform her that Child A had any special needs or delays Ms. Ford has not had any concerns or complaints from parents about the care she provides. There was one parent that asked about spanking. Ms. Ford said she was asked by Child B's Mother if she had spanked Child B because she noticed red marks on his thigh. Ms. Ford explained she does not remember the date of this conversation. Ms. Ford informed Child B's Mother that he had been jumping off the couch in the basement and had landed on his side. Child B's last day was [REDACTED], because the parents didn't like the COVID guidelines she was implementing. If children are coughing/sneezing they are sent home. Child B's Mother stated allergies caused the sneezing. Ms. Ford suggested

Child B take allergy medications. Child B's Mother didn't like this suggestion and disenrolled Child B.

I asked Ms. Ford to forward me texts between her and Child A's Mother. I received screenshots of the texts later in the day.

I reviewed the texts from both Child A's Mother and Ms. Ford, both texts confirm the statements they provided during the interviews concerning their conversations.

I received copies of child information cards for Child A, Child B and five other children. I inspected Child A's child information card, in the section for parents to explain special needs it has "none" written on the line. Upon reviewing the text message exchange between Child A's Mother and Ms. Ford, I discovered that Child A's Mother communicated to Ms. Ford via one of the texts on 06/09/2020 concerning Child A having a [REDACTED] and an IEP. No other information is given and Ms. Ford does not ask any questions concerning the delay or IEP.

On 07/14/2020 I left voicemails for Child B's Mother and Child C's Mother requesting a return telephone call.

On 07/14/2020 I spoke with Child D's Mother. Child D has been in care for two years. During this time, she has not observed any inappropriate discipline. She has observed Ms. Ford give warnings or reminders. If a child pushes or hits she will put them in time out. Child D's Mother stated that Ms. Ford is an "amazing provider" and she "trusts her completely." She has seen Ms. Ford stay calm and "keep her cool" even when all the kids are running around and making noise.

On 07/16/2020 I left second voicemails for Child B's Mother and Child C's Mother requesting a return telephone call.

On 07/16/2020 I spoke with Child E and F's Mother. Child E and Child F have been in care at Ms. Ford's child care home for seven months. Child E and F's Mother has no concerns about the discipline Ms. Ford uses. She "completely trusts her." During the first week of care she asked Child E and Child F if Ms. Ford ever spanked or hit them. Both children denied being spanked or hit. They have never been put in time out.

On 07/17/2020 I received a voicemail from Child B's Mother.

On 07/20/2020 I spoke with Child B's Mother on the telephone. Child B has been enrolled with Ms. Ford for approximately two years. Child B's last day was a day in the [REDACTED]. Child B's Mother did not have any concerns with the discipline Ms. Ford provides until January 2020. On 01/08/2020 Child B came home with three parallel lines/marks on his upper right thigh, near his buttocks. Child B's Mother asked Child B about the marks. Child B (male, age [REDACTED]) stated "Chris hit me" while making a "spank motion on his bottom." Child B's Father texted Ms. Ford to

ask about the marks. Child B's Mother viewed the response to Child B's Father from Ms. Ford. Ms. Ford stated that some of the "boys had been rough housing and he feel off a couch ottoman." Child B's Mother "watched for behaviors and bruises" after this incident. Child B's Mother stated she did not call licensing or child protective services about the incident. I asked Child B's Mother to send me the photos of the bruise and screenshots of texts she had with Ms. Ford concerning the COVID-19 plan and Child B not being able to be in care. Later in the day Child B's Mother texted me photos of the bruises. She texted me screenshots of text conversations between herself and Ms. Ford concerning Child B sneezing and coughing while in care.

On 07/21/2020 [REDACTED]

On 07/22/2020 [REDACTED] and I made an unannounced on-site inspection to the home of Ms. Ford. We spoke with Ms. Ford about the allegation of a bruise being found on Child B due to her spanking him. Ms. Ford stated that Child B is a "rough and tumble boy". She did not notice any bruising on Child B while he was in care. She remembers speaking to Child B's parents about a bruise but does not remember the details of the conversations. Ms. Ford stated that she does not "spank or swat" children. She only uses time outs when needed. Ms. Ford was not aware there were photos of the bruise. Later in the day Ms. Ford texted me a screenshot of a conversation via text between her and Child B's Father. In the text Child B's Father asks if Ms. Ford "spanked Child B". Ms. Ford sends back a message saying she did not. Child B's Father states there was a "bruise on his butt" and when he asked Child B he said, "Chris hit my butt". Ms. Ford stated that Child B had been wrestling with another child and that he had "tumbled off the couch."

On 08/03/2020 I spoke with past child care staff member, [REDACTED]. [REDACTED] is also an adult household member. In the time he worked as a staff member he did not witness Ms. Ford spank or hit children. He only observed her use time outs as a form of discipline.

On 08/10/2020 [REDACTED] and I made an on-site inspection at the home of Ms. Ford to interview child care assistant, Nathan Crinion. Mr. Crinion explained he has been a child care assistant for "about one year." He helps to "watch the kids and play with them." If needed, he will use reminders or redirection as a form of discipline. If there is behavior such as hitting or pushing, he will tell Ms. Ford and let her discipline the child. He has observed Ms. Ford use time outs as a form of discipline. She will typically talk to the children and explain why they are in time out. He has not observed Ms. Ford use physical discipline on children. He has not observed her spank or hit a child.

[REDACTED]

APPLICABLE RULE	
R 400.1913	Discipline; child handling.
	(3) Personnel shall not do any of the following: (a) Hit, spank, shake, bite, pinch, or inflict other forms of corporal punishment.
ANALYSIS:	There is no evidence that Christine Ford spanked Child A or Child B. Child care personnel state that physical discipline is not used by Ms. Ford when disciplining children.
CONCLUSION:	VIOLATION NOT ESTABLISHED

Note:

Child B's Mother had some concerns about Ms. Ford's COVID-19 Preparedness and Response Plan. Ms. Ford notified families that her son, who is a child care staff member, [REDACTED] was exposed to someone with who tested positive for COVID-19 at his full-time job and was self-quarantined in the child care home. Ms. Ford remained open during the quarantine time; if parents decided to keep their children home during this time, they would still have to pay their full tuition. Child B's Mother was concerned that [REDACTED] was in the home using the same spaces as the children in care. Ms. Ford sent Child B home because he had sneezed while in care. Child B's Mother ensured that he was picked up and did not return to care the next day. He did not sneeze or cough during the day while he was not in care. Child B's Mother stated that Ms. Ford informed her that he would have to be medicated for allergies to remain in care. Child B's Mother provided a note from Child B's doctor stating that he did not have to be medicated because he was not diagnosed with allergies. Child B's Mother offered to have Child B tested for COVID-19. Ms. Ford stated that it would not matter, Child B could not be in care due to her COVID-19 plan. Child B's Mother knows there were other children in care who sneezed and were not sent home.

On 07/20/2020 Child B's Mother texted me screenshots of text conversations she had with Ms. Ford concerning the sneezing. The texts state that Child B does not have allergies and his pediatrician stated he does not need to be medicated. Child B's Mother states she will have him tested for COVID-19. Ms. Ford reiterates her policy that if children are sneezing or coughing, they need to go home. Ms. Ford states that Child B has been sneezing (five times) and coughing ("lost count") while in care.

On 07/20/2020 I requested that Ms. Ford send me a copy of her COVID-19 Preparedness and Response plan. Ms. Ford sent me a copy via text. The plan does not state sneezing as a COVID-19 related symptom, it lists "persistent cough" as one of the symptoms. The Centers for Disease Control and Prevention does not list sneezing as a symptom of COVID-19.

On 07/22/2020 During my on-site inspection I discussed the concerns Child B's Mother expressed about the COVID-19 Preparedness and Response plan. Ms. Ford stated that the plan is applied to all children equally. If they have a persistent cough, they will be sent home. Two children had been sent home prior to [REDACTED] and I arriving that day. No other parents have had a concern with the plan and pick up their children promptly if they have symptoms.

I provided consultation about implementing the COVID-19 Preparedness and Response Plan.

IV. RECOMMENDATION

I recommend no change in the license status.

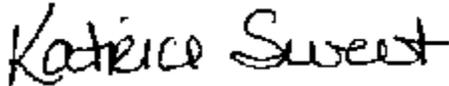


08/17/2020

Jessica Miranda-Bevier
Licensing Consultant

Date

Approved By:



08/19/2020

Katrice Sweet
Area Manager

Date