



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 18, 2021

REDACTED REPORT

Elizabeth Hood
KinderCare Education LLC
1742 Crooks Rd
Troy, MI 48084

RE: License #: DC630018294
Investigation #: 2021D0429003
KinderCare Learning Center #852

Dear Ms. Hood:

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	Staff; volunteer; requirements.
R 400.8131	Professional development requirements.

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

- I interviewed the person who made the complaint, the program director, child care staff members, and a [REDACTED].
- I completed an on-site inspection on the following date: 11/20/20.

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.

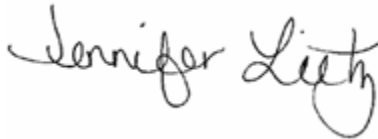
During this special investigation:	Yes	No
A rule or law violation was found, and a serious injury or death occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A rule or law violation was found and abuse and/or neglect of a child occurred.	<input type="checkbox"/>	<input checked="" 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 #:	DC630018294
Investigation #:	2021D0429003
Complaint Receipt Date:	11/13/2020
Investigation Initiation Date:	11/20/2020
Report Due Date:	01/12/2021
Licensee Name:	KinderCare Education LLC
Licensee Address:	Ste 1400 650 NE Holiday Street Portland, OR 97232-2096
Licensee Telephone #:	(800) 633-1488
Administrator:	Elizabeth Hood, Designee
Licensee Designee:	Elizabeth Hood, Designee
Name of Facility:	KinderCare Learning Center #852
Facility Address:	226 Meadowfield Drive Rochester Hills, MI 48307
Facility Telephone #:	(248) 651-7171
Original Issuance Date:	11/05/1990
License Status:	REGULAR
Effective Date:	02/13/2019
Expiration Date:	02/12/2021
Capacity:	93
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
There are concerns that child abuse/neglect is not being reported by the facility and that staff are not trained on mandated reporting.	No

III. METHODOLOGY

11/13/2020	Special Investigation Intake 2021D0429003
11/20/2020	Special Investigation Initiated - On Site From 11:30 AM to 1:30 PM. Interviewed director Lee Ann McCollum and staff members Courtney Stanvich, Hannah Wolf, Cathy Miotoki, and Sarah Zelinski. Looked at staff paperwork and received center's policy on abuse/neglect.
11/20/2020	Exit Conference With director Lee Ann McCollum.
11/24/2020	Contact - Telephone call received. [REDACTED]

ALLEGATION: There are concerns that child abuse/neglect is not being reported by the facility and that staff are not trained on mandated reporting.

INVESTIGATION: The complainant stated staff have been telling the director for over a year about abuse and neglect happening to Child A ([REDACTED]-old, [REDACTED]) and no report has been made. The staff seem to lack training in abuse and neglect reporting.

The director Lee Ann McCollum stated [REDACTED] came to the center and asked them about Child A. Ms. McCollum stated Child A's parents are [REDACTED] and sometimes Child A smells like body odor. Child A has also worn summer clothes in the winter and winter clothes in the summer. Once there was [REDACTED] in Child A's [REDACTED], and Ms. McCollum talked to Child A's Mother about it. Child A's Mother and the center had never seen [REDACTED] in [REDACTED] again. All these concerns, besides the body odor, have happened a while ago.

Most recently, Child A had a bad diaper rash. The staff informed Ms. McCollum and she called Child A's Mother and asked her to take Child A to the doctor for the rash. Child A's Mother said she would take [REDACTED]; however, Ms. McCollum did not follow up with Child A's Mother to confirm if she did or not. Since the [REDACTED] has been involved, Child A's Mother has brought in diaper cream for Child A and the rash has begun to clear up. Ms. McCollum stated none of the staff have asked her to report any of this to [REDACTED], and she has not had any concerns regarding the family where she thought she should call.

Ms. McCollum stated all staff sign the abuse and neglect statement upon hire and they are all trained on abuse and neglect reporting prior to caring for children. They just had a refresher abuse and neglect training on 10/12/20. Ms. McCollum showed me the staff files and I reviewed the signed abuse and neglect statements and documentation that staff are trained in abuse and neglect reporting prior to caring for children. I also reviewed the training documentation and sign in sheet for the 10/12/20 training. I also received the center's policy on abuse and neglect reporting.

Staff member Courtney Stanvich stated she has worked at the center for [REDACTED] years. She also stated a [REDACTED] was at the center and talked to her about Child A. She stated she has told Ms. McCollum about Child A's diaper rash, the [REDACTED] in [REDACTED], and that [REDACTED] sometimes smells and is dirty. She stated that Ms. McCollum told Child A's parents about the [REDACTED] in the [REDACTED], which they only saw once. She also stated Ms. McCollum talked to Child A's Mother about the diaper rash; however, she is unsure if Child A was seen by a doctor because the rash continued to be bad and looked like a yeast infection. The diaper rash continued for a few weeks and did not clear up until [REDACTED] got involved. Now Child A has a cream for [REDACTED] diaper rash, and it is beginning to heal. Child A also does not smell as bad and [REDACTED] clothes are clean now that [REDACTED] is involved.

Ms. Stanvich stated they recently had a training on abuse and neglect reporting in October 2020. She stated she was told she was a mandated reporter, and she signed all the papers when she started at the center, but she did not fully understand what that entailed until she went through the training in October. She now has a better understanding of what abuse and neglect is; however, she would like more training and examples of what to look for.

Staff member Sarah Zelinski stated she has worked at the center for [REDACTED] years. She stated she has a few concerns regarding Child A; however, she did not go to Ms. McCollum or [REDACTED] with them. She stated Child A is often dirty and recently had a bad yeast infection/rash that is now clearing up since [REDACTED] went to the [REDACTED]. She has also had some behavior changes where [REDACTED] was not eating as much and always wanted to be picked up. Ms. Zelinski stated she knows she is a mandated reported and she remembers signing the abuse and neglect form when she got hired. She stated they had a training on abuse and neglect in October 2020 and that she would like to have more training on the subject.

Staff member Hannah Wolf stated she has worked at the center for [REDACTED] years. She stated she has not personally gone to Ms. McCollum regarding Child A, but knows other co-workers have regarding [REDACTED] clothing. [REDACTED] has worn long sleeves and boots in the summer and short sleeve onesies and no pants in the winter. Ms. Wolf stated she has no concerns for any of the children she works with and she has been trained in abuse and neglect reporting and she knows she is a mandated reporter. She has signed the abuse and neglect statement and they just had a refresher training in October 2020. She knows to call [REDACTED] if she has any concerns and she [REDACTED] in the past.

Staff member Cathy Miotoki stated she has worked at the center for [REDACTED] years. She has no concerns with any of the children she works with and is very comfortable calling [REDACTED] when necessary. She has been trained in abuse and neglect reporting and has signed the abuse and neglect form. She stated when she goes to Ms. McCollum with a concern, she always calls the parents and takes care of the issue.

[REDACTED]

[REDACTED]

APPLICABLE RULE	
R 400.8125	Staff; volunteer; requirements.
	(2) All staff and volunteers shall act in a manner that is conducive to the welfare of children.
ANALYSIS:	The staff acted in a manner that is conducive to the welfare of Child A.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.8125	Staff; volunteer; requirements.
	<p>(5) A written statement must be signed and dated by staff and volunteers at the time of hiring or before volunteering indicating all of the following information:</p> <p>(a) The individual is aware that abuse and neglect of children is against the law.</p> <p>(b) The individual has been informed of the center's policies on child abuse and neglect.</p> <p>(c) The individual knows that all staff and volunteers are required by law to immediately report suspected abuse and neglect to children's protective services.</p>
ANALYSIS:	Staff had a signed abuse/neglect statement in their files.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.8131	Professional development requirements.
	<p>(3) Before caring for children, all child care staff members and unsupervised volunteers who work directly with children shall be trained on prevention of shaken baby syndrome, abusive head trauma and child maltreatment, and recognition and reporting of child abuse and neglect.</p>
ANALYSIS:	Staff had verification on file that they were trained in abuse and neglect reporting prior to caring for children.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change in the license status.

Jennifer Lietz

2/18/2021

Jennifer Lietz Date
Licensing Consultant

Approved By:

Jacquelin Sharkey

02/18/2021

Jacquelin Sharkey Date
Area Manager