



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 25, 2021

Molly McGlynn
KinderCare #1242
4900 Evergreen
Dearborn, MI 48128

RE: License #: DC820019903
Investigation #: 2021D0916002
KinderCare Learning Center #1242

Dear Ms. McGlynn:

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 400.8125	Staff; volunteer; requirements.
-------------------	--

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

- I interviewed the person who made the complaint, program director/licensee designee, and child care staff members,.
- I completed on-site inspections on the following dates: 1/8/2021.

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"/>	x
A rule or law violation was found and abuse and/or neglect of a child occurred.	<input type="checkbox"/>	x

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 (313) 456-0380.

Sincerely,

A handwritten signature in black ink that reads "J. Manchester". The signature is written in a cursive, slightly slanted style.

Jinelle M. Manchester, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 938-6141

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC820019903
Investigation #:	2021D0916002
Complaint Receipt Date:	01/07/2021
Investigation Initiation Date:	01/07/2021
Report Due Date:	03/08/2021
Licensee Name:	KinderCare Education LLC
Licensee Address:	Ste 1400 650 NE Holiday Street Portland, OR 97232-2096
Licensee Telephone #:	(800) 633-1488
Administrator:	Brooke Boone, Designee
Licensee Designee:	Molly McGlynn, Designee
Name of Facility:	KinderCare Learning Center #1242
Facility Address:	4900 Evergreen Dearborn, MI 48128
Facility Telephone #:	(313) 441-1462
Original Issuance Date:	N/A
License Status:	REGULAR
Effective Date:	10/10/2020
Expiration Date:	10/09/2022
Capacity:	113
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child A (3-year-old female) obtained burn like marks on her face and elbows. It is alleged to be from cleaning materials found at the facility.	No
Additional Findings	No

III. METHODOLOGY

01/07/2021	Special Investigation Intake 2021D0916002
01/07/2021	Special Investigation Initiated - Telephone to Child A's mother
01/08/2021	Inspection Completed On-site Exit Conference with Molly McGlynn
01/08/2021	Contact - Documents Received multiple emails from 1/8/21 to today with updates and pictures from Child A's mother
01/26/2021	Contact - Document Received email from Molly McGlynn
01/26/2021	Inspection Completed-BCAL Full Compliance

ALLEGATION: Child A (3-year-old female) obtained burn like marks on her face and elbows. It is alleged to be from cleaning materials found at the facility.

INVESTIGATION: On 1/7/2021, I received a voice mail from program director, Molly McGlynn, stating that Child A's mother had called the center saying she took Child A to the doctor and they observed 2nd degree burns on her cheeks. Child A's mother asked about new cleaning products. Ms. McGlynn reported that the center has used the same cleaning products for over five years. The center checked the cleaning products with a test strip and they were found to be appropriate.

On 1/7/2021, the department received a complaint about Child A and her burns. I called Child A's mother. Child A's mother stated that on 1/4/2021, Child A was dropped off at the center at about 10:00 a.m. Child A's face was clear at that time. Child A's mother provided me with pictures of Child A prior to arriving to school. Her face appeared clear.

Child A's mother stated she received a call that day at 3:30 p.m. from Ms. McGlynn asking if the center could give Child A a paper mask to use because her cheeks were red from the mask she had been wearing. Child A's mother agreed that a paper mask would be fine.

Child A's mother stated that she picked up Child A from the center that evening and that Child A was screaming that her face and elbows hurt. Child A did not sleep well that night.

Child A's mother stated that on the morning of 1/5/2021, Child A's cheeks looked worse, so she took her to the doctor. At that time, the doctor told her that Child A had a 3rd degree chemical burn on her face and elbows. Child A's mother stated that on 1/6/2021, the doctor had told her it was a 2nd degree burn. Child A's mother confirmed that Child A did not have a scratch or an infection in her eyes. Child A's scalp, ears, nose and chin did not show any signs of the chemical burn. Child A's forearms and hands did not show any signs of the chemical burn.

Child A's mother provided me with several pictures that show the progression of the redness, to scabbing, to the beginning stages of healing on Child A's face and elbows.

On 1/8/2021, I completed an unannounced on-site inspection at the center. I spoke with Ms. McGlynn. She stated that on 1/4/2021, she had reached out to Child A's mother at 3:22 p.m. on the KinderCare app used to communicate with parents. She provided me with the transcript of the conversation. Ms. McGlynn said that Child A's cheeks were very red and wondered if her mask was irritating her. Ms. McGlynn took her temperature and Child A had a normal temperature. She asked Child A's mother if they should give Child A a paper mask instead. Child A's mother said that

would be fine as the week prior, Child A had some acne like bumps after wearing a mask.

On 1/8/2021, I observed pictures of Child A on the KinderCare app from 1/4/2021. She had come to school in a shirt that had flared sleeves which would allow her elbows to be exposed. Ms. McGlynn stated that Child A had an accident during nap time and she was changed into clean clothes. The clean outfit had a shirt with long sleeves that would not allow the elbows to have contact with anything. The cot Child A was on was cleaned and sanitized. A new clean sheet was placed on the cot and Child A laid back down.

On 1/8/2021, I observed the preschool room. I watched two caregivers clean up after lunch and start to put the children down for nap. The children had no contact with the cleaning supplies. I observed Child A. She still had some scabbing on her both sides of her face – symmetrical on her cheek bone areas. She laid on a cot that had a sheet provided by the center. The sheet was made in a way that the plastic corners of the cot remained exposed.

I spoke with caregiver, Lucy Ibarra. Ms. Ibarra stated that on 1/4/2021, she clocked in at 11:40 a.m. and noticed Child A's cheeks looking flush at that time. She used a wet paper towel to dab on Child A's cheeks. Ms. Ibarra showed me the cleaning products in the classroom. They are kept up and out of the way of the children. I observed her spray tables and wipe them down. She confirmed they are never air dried. They are always wiped dry.

I spoke with caregiver, Teresa Lampkin. She was aware of Child A having a history of skin irritations when wearing a mask. Ms. Lampkin stated that Child A did not come to school with red cheeks because she was not wearing a mask at home. Her cheeks became irritated only after she wore her mask for an extended period of time.

Neither caregiver could come up with an idea how Child A's cheeks and elbows would have been able to touch something that caused a reaction, but not her arms and hands, or other parts of her face and ears.

I observed the cleaning station. KinderCare uses premixed solutions from EcoLab. The EcoLab station is connected to the wall in the kitchen and automatically mixes with the water from the faucet to fill buckets and spray bottles for cleaning and dish washing. I observed Ms. McGlynn demonstrate the process and watched her use the test strips to show it was the proper potency.

Ms. McGlynn stated that the facility has used the same cleaning and laundry products for over five years. Child A had been enrolled at the center since she was a baby and had not had a reaction to the cleaning supplies in the past. No other child at the center had experienced a reaction to the cleaning supplies at the center. Ms. McGlynn did state that when the cleaning solution is mixed with hot water, it has

a stronger smell. She also stated that on one occasion she came into contact with the solution before it dried and she was able to feel irritation in her skin for a short time.

I obtained the Material Safety Data Sheets for all the chemicals that are used in the center. They all say that when mixed with water they cause no known significant effects or critical hazards.

I provided consultation to Ms. McGlynn. She agreed that as a preventative measure, all parents would supply their own sheets for children to nap on. Ms. McGlynn stated that EcoLab had been out in December for a regular inspection of their equipment and things had been fine, but she was going to reach out to EcoLab to come back and do another inspection to make sure. She called them that day and was told they have not had any skin irritation reports of the glass and multipurpose cleaner, but some people had reported skin irritation with the sanitizer when they do lots of dishes in the wintertime. A follow up inspection time was set.

On 1/8/2021, Child A's mother provided me with doctor's notes from 1/5/2021 and the follow up visit on 1/8/2021. The 1/5/2021 notes indicate a reaction to wearing an unwashed mask. As the redness progressed over a couple days to be blisters that popped, Child A's mother took Child A back to the doctor. The 1/8/2021 notes ruled out a new shampoo that was used because the scalp was not affected. It stated the mask was not likely to be the cause because the nose and chin were not affected. The doctor gave the opinion of a chemical burn on the elbows and face, that based on the timeline of Child A's mother's picture documentation, probably happened at the preschool.

On 1/11/2021, Ms. McGlynn provided me the incident report and a copy of the doctors note Child A's mother brought to the school when Child A returned on 1/6/2021. The note was dated 1/5/2021 and stated that Child A's "rash is not contagious".

On 1/26/2021, I received an update from Ms. McGlynn. EcoLab had been out to the center to check the hose and dilution systems. Everything was operating correctly. Ms. McGlynn also included a written statement from Ms. Ibarra that I had requested. Ms. Ibarra again stated that she noticed the red in Child A's cheeks in the morning time. She also stated that on 1/4/21, she was the one who assisted Child A when she had an accident at nap time. She stated that at 1:48 p.m. Child A had an accident. She cleaned the cot with multi-surface cleaner and wiped it down. She used the disinfectant sanitizer and wiped that down. She put a clean sheet on the cot. Ms. Ibarra stated that she used a baby wipe to clean Child A.

On 2/2/2021, I spoke with Ms. McGlynn and Ms. Ibarra on the phone. Ms. Ibarra stated that on 1/4/2021, she clocked in at 11:40 a.m. That is when she noticed Child A's cheeks looked flush. Child A was not crying but did say her cheeks were hot. Ms. Ibarra got a wet paper towel and dabbed Child A's cheeks to cool them off. Ms.

Ibarra stated that Child A’s cheeks did remain flushed throughout the day, but Child a never complained or cried or brought attention to it. Ms. McGlynn stated that when she noticed Child A’s flushed cheeks, it did not look like a rash, but more like Child A might have a fever. Ms. McGlynn checked Child A’s temperature and she did not have a fever. Child A did not have symptoms or behave in a way that would indicate she was hurt or ill. Ms. McGlynn contacted mom at 3:22 p.m. via the Kindercare app as a proactive gesture because she thought maybe Child A’s mask was irritating her face and asked permission to change her mask. Both Ms. Ibarra and Ms. McGlynn denied that Child A was crying or screaming at pick up time or at any time throughout the day.

I obtained a copy of the Health Care policy. It indicates that if a child is too ill to remain at the center, they will notify parents to come pick up the child. The following is a list of symptoms that they would call for:

The clinical symptoms which indicate that a child is either too sick to participate in normal day care activities and or may be a source of communicability to the health of other children includes any of the following.

- Fever – any temperature over 100.4 degrees
- Rash – until the cause has been determined
- Red or watery eyes, conjunctivitis, or pink eye
- Any draining sores
- Vomiting 2 or more times in an hour or three or more in a day
- Diarrhea 2 or more times in an hour or three or more in a day
- Any and all communicable disease
- Ring worm
- Scabies and Lice

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:	<p>There is insufficient evidence to show that Child A was not provided with appropriate care while at the center.</p> <p>Once noticed, only an hour and 40 minutes after Child A's arrival, Ms. Ibarra tried to cool Child A's cheeks with a wet paper towel. When Ms. McGlynn noticed Child A's flushed cheeks, she took Child A's temperature and contacted Child A's mother. There is no clear indication that the cause of the reaction occurred at the facility.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change to the current license status.

J. Manchester

2/5/2021

 Jinelle M. Manchester
 Licensing Consultant

 Date

Approved By:

Shirley D. Baskin

02/25/2021

 Shirley D. Baskin
 Area Manager

 Date