



STATE OF MICHIGAN  
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
 LANSING

GRETCHEN WHITMER  
 GOVERNOR

ORLENE HAWKS  
 DIRECTOR

June 2, 2021

Tanya Zoro  
 Childtime Childcare, Inc.  
 Suite 100  
 21333 Haggerty Road  
 Novi, MI 48375

RE: License #: DC820294540  
 Investigation #: 2021D0911006  
 Childtime Learning Center #0641

Dear Ms. Zoro:

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 400.8330 Food services and nutrition generally.
- R 400.8365 Heating; temperature.

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

- I interviewed the person who made the complaint, program director, child care staff member, witnesses, parents, children, or others with relevant information.
- I completed on-site inspections on the following dates: 04/01/2021.

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.

<b>During this special investigation:</b>	<b>Yes</b>	<b>No</b>
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 (313) 456-0380.

Sincerely,

A handwritten signature in cursive script, appearing to read "S. Johnson".

Selika Johnson, Licensing Consultant  
Bureau of Community and Health Systems  
Cadillac Pl. Ste 9-100  
3026 W. Grand Blvd  
Detroit, MI 48202  
(313) 938-5922

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC820294540
<b>Investigation #:</b>	2021D0911006
<b>Complaint Receipt Date:</b>	03/31/2021
<b>Investigation Initiation Date:</b>	04/01/2021
<b>Report Due Date:</b>	05/30/2021
<b>Licensee Name:</b>	Childtime Childcare, Inc.
<b>Licensee Address:</b>	Suite 100 21333 Haggerty Road Novi, MI 48375
<b>Licensee Telephone #:</b>	Unknown
<b>Administrator:</b>	Tanya Zoro, Designee
<b>Licensee Designee:</b>	Tanya Zoro, Designee
<b>Name of Facility:</b>	Childtime Learning Center #0641
<b>Facility Address:</b>	47300 Port St. Plymouth, MI 48170
<b>Facility Telephone #:</b>	(734) 455-2761
<b>Original Issuance Date:</b>	10/03/2008
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/19/2019
<b>Expiration Date:</b>	05/18/2021
<b>Capacity:</b>	104
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Child A (2 ½ year old, female) is enrolled at Childtime Learning Center. There is concern that over the past five weeks Child A was not feed while she was at the child care center.	No

## III. METHODOLOGY

03/31/2021	Special Investigation Intake 2021D0911006
04/01/2021	Special Investigation Initiated - On Site 2:00 p.m. to 3:00 p.m.
04/06/2021	Contact - Telephone call received. Spoke to Child A's Father
04/14/2021	Contact - Telephone call made Spoke to PD, N. Partaka
04/15/2021	Contact - Document Received Email received from N. Partaka
05/06/2021	Contact - Telephone call made Spoke to K. Iler, S. Raymond. Left message for R. Schopper, M. Harp, L. Cox.
05/07/2021	Contact - Telephone call received. L. Cox
05/07/2021	Contact - Telephone call made Spoke to M. Harp, Left message for R. Schopper
05/25/2021	Exit Conference with Ms. Partaka

**ALLEGATION: Child A (2 ½ year old, female) is enrolled at Childtime Learning Center. There is concern that over the past five weeks Child A was not feed while she was at the child care center.**

**INVESTIGATION:** On 04/01/2021, I completed an unannounced onsite inspection at Childtime Learning Center. I spoke to Brittany Dillon, assistant director regarding the allegation. I observed the child care center during nap time. In the Infant 1 room, there were four infants with one child care staff member. In the Infant 2 room, there were three infants with one child care staff member. In the Toddler room, there were nine children with two child care staff members. In the Twos room, there were seven children with one child care staff members. In the Early Preschool room, there were five children with one child care staff member. In the Pre-K room, there were 12 children with one child care staff member. A copy of Child A's Child Information card was obtained.

According to Ms. Dillion, Child A was enrolled at the child care center from September 2020 through 03/22/2021. At initially enrollment, she was in the Twos room, then transition into the Early Preschool room in January 2021. Kallie Iler, child is the lead care staff member in the Early Preschool classroom. Ms. Iler works on Monday, Wednesday and Friday. There is other child care staff members in the Early Preschool classroom on Tuesday and Thursday. Child A attended the child care center part-time on Monday, Thursday and Friday, from 8:00 a.m. to 3:00 p.m. The issue of Child A not eating and drinking at the child care center had been a problem for the past month. The child care center documented what Child A ate on the Brightwheel application. Through the Brightwheel application, messages can be sent to and from parents. The parents have access to their child's food intake, sleeping pattern, elimination patterns, changes in behaviors, pictures of activities and children.

In regard to the allegations, the center brought the concerning issue of Child A not eating to Child A's Father and he seemed uninterested in the beginning. The concern had been discussed with Child A's Father by Ms. Dillion and Ms. Iler, when Child A was being picked up from the child care center. Initially Child A would eat the fruit and grains that were offered but then she stopped eating everything that was offered to her at the center. They tried several things to get Child A to eat while she was at the center. The food was pre-plated and cut up in smaller pieces. Child care staff members asked her if she needed assistance and/ or they allowed her to eat on her own. Child A's Father asked and brought in drinks for Child A to drink while at the center. He brought in apple juice and chocolate milk. Child A drank  $\frac{1}{2}$  of the apple juice. Child A's Father then brought Child A a lunch for her to eat while she was at the center. The lunch was mostly snack food and did not meet the food requirements. Child A's Father was told that documentation would be needed from the doctor for him to bring Child A a lunch. Child A's Father called Child's A doctor but was told it would take a couple of days to get the documentation. He asked them what he could do and they told him to pull Child A from the center. On 03/19/2021, Child A's Father called and spoke to Elizabeth Bazner, the center food specialist, regarding Child A sleeping in the direct sunlight. He referred to the Brightwheel application stating that Child A did not eat or drink anything that day. Child A's cot was moved but later the sun shifted and it was on the child again. Ms. Partaka was at lunch when the phone call was received by Child A's Father. Ms.

Partaka was informed of the phone call when she returned. She called Child A's Father back and he stated that he was upset that Child A had not eaten or drank anything since being at the center. Child A's Father stated that he wanted to withdraw Child A from the center. On 03/22/2021, Child A's Father sent an email to Ms. Partaka stating that he wanted to pull Child A from the child care. Ms. Partaka contacted the district manager, Tanya Zoro and licensing consultant, Ms. Wallington, informing them of the parent issues.

On 04/02/2021, a copy of March menu, Child A's Brightwheel entries and child care staff contact information received.

On 04/06/2021, I interviewed Child A's Father regarding the allegations. He stated that Child A is almost three years old, and very verbal. She has been attending Childtime since October 2020. Child A's Father has had several concerns with the Child care center. Childtime provides the food. One of his concerns was that Child A was not eating or drinking at the child care center for the past five weeks. Week one and two he brushed it off that Child A was not eating. After week two, Child A's Father spoke to Ms. Partaka and he sent cracker, cheese and milk with Child A to the child care center. He was told no outside food and the food was sent back and the milk was given to Child A. Week three he decided to observe the classroom during breakfast time through the WatchMeGrow application that provide daily camera feed of the classroom. Child A's Father was concern with what he observed. He saw Child A standing in between two tables and she was looking at the other children. The children were sitting at the tables eating Cheerios. There was no spot set for Child A to eat. According to Child A's Father this continued to occur at the child care center. Child A's Father brought up his concern to Ms. Iler through the Brightwheel application. Ms. Iler told him that Child A does not eat but just stares at the other children. Child A's Father asked Ms. Iler if she put food in front of Child A and his question was never answered. Child A's Father stated if the food was put in front of Child A she would eat it. Child A's Father felt that the child care center was engaging in deprivation and abuse by not feeling Child A. Week four and five the child care center continued to not feed Child A. Week five, Child A's Father reached out to Ms. Partaka regarding his concerns. He was told by someone else that if he got a doctor's note then Child A could bring a lunch to the center. Child A's Father had to bring this up to Ms. Partaka. Child A's Father feels that nothing was done regarding his concerns with Child A not eating. According to Child A's Father, Child A was not having this problem when she was in the two's classroom with child care staff member, Lilly Cox. Another concern of Child A's Father was that Child A was placed in front of the window with the sunlight "beating down" on her on 03/22/2021, which was observed on the WatchMeGrow. According to Child A's Father the naptimes at Childtime are two hours in length. He felt with Child A not eating and drinking to be placed in front of the window for two hours is a sign of neglect and abuse by the child care staff member. Child A's Father contacted the center regarding his concern. He quickly wrapped up things at work and went to the center and got Child A out of there. Child A's Father decided to pull Child A from the center that day. Child A's Father stated that Child A told him later in the

day that she didn't play on the playground because she was scared. That broke his heart. He said, "What child does not want to play at recess?"

On 03/23/2021, Child A's Father sent an email stating that he was removing Child A from the child care center. The email stated that, Child A's Father was removing Child A for several reasons. It stated, "Over the past 5 weeks my daughter has come home hungry and thirsty." He stated that the day before when he logged into WatchMeGrow he saw Child A who hardly had any liquids placed in direct sunlight for nap time. Finally, Child A told him she didn't play on the playground because she was scared. In regard to Child A not eating, Child A's Father noticed one morning on WatchMeGrow all of the other children were sitting at a table with a bowl of cheerios placed in front of them. Child A was standing between the tables and none of the other tables had food for her. He felt that Child A's needs for breakfast were repeatedly neglected and she was deprived of breakfast by her caretaker. Child A's Father, questioned when a toddler is going through her "no" stage why is an adult who is specialized in childcare not preparing and placing the breakfast in front of her? Why is Child A placed in direct sunlight that beats down on her during a naptime that stretches for two hours? Child A's Father asked, Would you put your child regardless if they have eaten or not in direct sunlight for nap time? Finally, yesterday Child A came home and told me she didn't play on the playground. Child A's Father asked her why she told me she was scared. The nurses at Pediatrics recommend removing Child A immediately from the people who provide Child A with childcare. Child A's Father scheduled a visit with the pediatrician and will have a formal letter composed. When Child A was in the care of Ms. Cox there were no issues, she loved her school, she loved seeing Ms. Cox, Childtime was a good place for her. In Ms. Iler's room this is no longer the case. When is it ever right for an adult to place a child in direct sunlight for two hours?"

Ms. Partaka replied to Child A's Father email, she stated "Hello Jeffrey, Thank you for the email addressing your concerns. We have had the same concerns with Child A not eating, drinking, and not participating in all the classroom activities as we had brought to your attention. As we discussed yesterday on the phone, I do feel that the child care staff members have done everything they can do to assist and encourage Child A with these things. At this time, I agree with you that it is probably in Child A's best interest to dis-enroll. She is a great kid, and we will miss having her here. Please let us know if she will be returning at all or was yesterday her last day?"

Child A's Father response was the following, "Would you bring child back to a place where she is placed in direct sunlight for a two-hour nap by her caregiver? If you go through the videos of where food is not placed in front of her, would you want to take your child to that caregiver? No I will not be bringing Child A back to Childtime where I believe derivational abuse is occurring by Ms. Iler."

On 04/14/2021, I interviewed Ms. Partaka about the allegations. She stated that

Child A attended the Childtime Learning center from 09/12/2020 through 03/22/2021. She was initially enrolled in the Two's classroom then transitioned to the Early Preschool classroom for ages 2 ½ to 3 ½ years old children on 01/02/2021. The Early Preschool classroom was designed to help children learn to work with others, follow directions, self-regulate, follow routines and develop self-help skills. Some of these self-help skill include feeding themselves, washing their hands independently, putting on their jackets and shoes, putting toys away and other materials away. In the Early Preschool classroom, the meals would typically be served family style however with the New Covid-19 precautions child care staff members are serving the children their food. Breakfast is optional and the children are encouraged to eat. The meal is offered to them, but some children eat at home before they come. If a child says no, they don't make them eat. At lunch, all children sit at the tables and are given a plate of food with all the food offered on it. Children are expected to use their utensils and feed themselves. Child A would refuse to wash hands and sit at the table for breakfast. She would sit at the table for lunch, but she would refuse to eat. The child care staff members tried numerous different strategies to encourage Child A to eat. The child care staff members sat with the children to model appropriate behavior. Child care staff members sat with Child A and encourages her to try some of the food that was offered. Child care staff members offer to help feed Child A. They also sat at a different table and did not bring attention to Child A not eating, to see if she will eat on her own. Child A was given her extra time to see if she would eat. Child care staff members encouraged Child A's independence by encouraging her to pick up her spoon or fork and feed herself. The child care staff members tried and make meal times relaxing and fun by singing the same song before meal times.

According to Ms. Partaka, Child A also refuse to do other things independently. She would refuse to wash her hands, put toys and other materials away, put on her own jacket, throw things away etc. Child care staff members were working with Child A and encouraging her to be more independent and participate in the classroom. The center uses the Brightwheel app for child care staff members to share real time updates to keep parents current with their child's school experience. They also used face to face conversations, phone conversations and a few emails with Child A's Father to make sure that he was aware of these situations. They brought it to Child A's Father attention as they became increasingly concerned about Child A. They asked Child A's Father for his suggestions on things Child A liked to eat and things she like to do at home to see if we could incorporate some of these things at the school. Ms. Partaka stated that she never met with Child A's Father that he dealt directly with Ms. Iler or Ms. Dillon, during drop off and pick up. The interaction usually occurred at the door due to COVID-19. Child A's Father wanted to bring Child A her own food to the center, but no outside food was allowed during COVID-19. They allowed Child A's Father to bring Child A something to drink in her sippie cups. He provided her with chocolate milk and apple juice.

Regarding the issue with Child A being placed in the sunlight to sleep, Ms. Partaka called Child A's Father when she was told he called. Child A was moved from in

front of the window when the issue was brought to her attention. There were four children sleeping in that area in front of the window. The classroom windows throughout the center are not covered by curtains. Therefore, the sun shines into the classrooms. According to Ms. Partaka, there are separate thermostats for each set of rooms. The Pre-K and Early Preschool rooms share one, the Toddler and Two's share one and the Infant rooms share one. There is an air conditioning in each of the classrooms. The thermostats are on a schedule to turn on automatically at 68 to 70 degrees in each of the rooms. The center has the ability to adjust the thermostats if they feel the classrooms are too warm or too cold.

I requested video footage from Ms. Partaka of the Early Preschool classroom, and she stated that she would ask if it is available. The WatchMeGrow video feed is live, Ms. Partaka was unsure if it was recorded. Ms. Partaka inquired and informed me the live camera footage was no longer available to view.

On 04/14/2021, I reviewed the March 2021 menus. I reviewed the Brightwheel entries for Child A. There were contact between Ms. Iler, Ms. Partaka and Child A's Father and there were daily reports from the following dates: 02/12/2021, 02/18/2021, 02/19/2021, 02/22/2021, 02/25/2021, 03/01/2021, 03/04/2021, 03/11/2021, 03/12/2021, 03/18/2021, 03/19/2021, 03/22/2021. I reviewed the temperature for 03/22/2021, the recorded temperature was 71 degrees.

On 05/06/2021, I interviewed Ms. Iler regarding the allegations. She stated that she is the lead child care staff member for the Early Preschool classroom. There are 10 children enrolled in the class, but she usually has eight children each day. Child A was in her class for two or three months. She was very shy, and she never ate breakfast in the morning. Breakfast was served at 8:00 a.m. each morning. Since COVID-19, meals have changed from family style meals to the child care staff member plating the food for the children. The children are expected to wash their hands, they sing a song, then they eat, the children throw their plate away, they wash their hands and then read a book until everyone is finish. Since Child A always refused to eat breakfast, Ms. Iler would repeatedly ask Child A to if she wanted breakfast (i.e., "Do you want to eat? We are having waffles; do you want some? etc." She would wait five minutes then ask her again. Child A would often say "No". Ms. Iler would not make Child A sit down, she would let her get comfortable and warm up in the morning. One morning she tried to get Child A to sit down at the table to eat breakfast and it upset her so much that she began to cry. It took Child A awhile to calm down, so Ms. Iler stated that she let Child A warm up. I asked Ms. Iler about the incident when Child A was observed during breakfast, standing between the tables in the classroom. Ms. Iler stated that when Child A came into the classroom she would often stand between the tables when she came in the morning. Ms. Iler would ask her to sit down, and she would tell her, "No." Ms. Iler stated that she did not force her to do anything. She would offer her food and Child A would say, "No". Lunch was served at 12:00 p.m. at the center. All the children are expected to sit down and eat at the same time. The children would wash their hands and their plates were made and provided to them. Ms. Iler would

help Child A wash her hands because she would not do it by herself. During lunch time, Ms. Iler would sit at the table with Child A to assist. At first, she liked pizza, she would pick at the food and play with it and only take a bite or two. Snack is provided at the center at 3:00 and 5:00 p.m. Child A usually was picked up at 3. She would offer for Child A to take the snack home with her. Ms. Iler was concern about Child A's lack of engagement and eating. She had a child care staff member come and cover her class so that she could walk Child A to the door so she could speak with Child A's Father. The first issue that she discussed with Child A's Father was Child A's engagement and she asked Child A's Father what she liked at home. Child A did not participate in any of the things that they did in class. Each day they had circle time and large group activities. She did not talk a lot and mostly said No. She only interacted with other children if they engaged her. The second issue was the issue of Child A not eating no food or drinking while she was at the child care center. Child A's eating pattern was also documented on the Brightwheel application. Ms. Iler stated that she has never had a child like Child A, she tried to engage and interact with Child A but most things did not work.

Regarding the incident with Child A sleeping in the sun, Ms. Iler was out of the room when Child A's Father message Ms. Partaka. It was mentioned to Ms. Iler and she moved Child A's cot. Child A was sleep when her cot was moved. The children pick their cot and that was the cot that Child A chose when she first came into the class. There were other children sleeping in that area when Child A's Father had her cot moved. The parents can see the sun shining through the window and it looks bright, but it is not hot. She has sat there to watch the kids during nap time, and it is not hot heat coming off of the window. In the summertime, it is hot in front of the window, and she does not place children there during nap time.

On 05/06/2021, I interviewed Stephanie Raymond, a childcare staff member regarding the allegations. She stated that she works in the PreK classroom but would go into the Early Preschool during breakfast, two times per week. Breakfast is offered to the children. Most children sit down to eat breakfast. She has seen Child A stated that she wants breakfast. She would sit down, and breakfast was given to her, but she would not eat it. Most mornings, Child A would stand in between the tables and she would refuse to sit down, stating "No, I don't want to sit. No, I don't want to eat." Ms. Raymond stated that she never seen Child A eat while she was at the center.

On 05/07/2021, I interviewed Ms. Cox, child care staff member regarding the allegations. She stated that she is the caregiver in the Two's classroom. Child A was in her class prior to being moved to the Early Preschool class. Child A started at the center in September 2020, she was supposed to attend three days a week but she generally came one or two days a week and she would missed weeks at a time. Child A would come in with a blue bunny and she would hold it most of the day. She never participated in the activities and she was very stand offish. Even when Child A was invited over, she would say No and just stand and watch. According to Ms. Cox, Child A was not a good eater. She would eat sometimes but only a couple of

bites of pizza. She never ate a complete meal. She rarely ate snack at the center. This information was documented on the Brightwheel application. Child A would say No and push the plate away. In the Two's class, breakfast, lunch and snack is fix for each child. But they do not force the children to eat.

I interviewed Michelle Harp, child care staff member regarding the allegations. She stated that she is a caregiver in the infant or toddler rooms. She stated that the children are feed at the child care center. She worked with Child A when she was in the two's room. Child A had a hard time at drop off and she did not adjust well. Child A would not participate in any activities. Child A would not smell, lick or eat any of the food that was offered to her. The child care staff members would try to feed Child A with a fork, spoon, gloved hands, etc. and she would not eat the food. Child A displayed this type of behavior her entire time attending the child care center.

On 05/06/2021, 05/07/2021 and 05/21/2021, I left a message for Regan Schooper, child care staff member, regarding the allegations. To date, Ms. Schooper has not called the department back.

<b>APPLICABLE RULE</b>	
<b>R 400.8330</b>	<b>Food services and nutrition generally.</b>
	(9) A center shall not deprive a child of a snack or meal if the child is in attendance at the time when the snack or meal is served.
<b>ANALYSIS:</b>	Childtime Learning Center did not deprive Child A of snacks and meals while she at the child care center.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.8365</b>	<b>Heating; temperature.</b>
	(1) The temperature in child use areas must be maintained at a safe and comfortable level so that children in care do not become overheated or chilled.
<b>ANALYSIS:</b>	The temperature in the Early Preschool room was maintained at a safe and comfortable level.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

#### IV. RECOMMENDATION

I recommend no change in the license status.



05/25/2021

---

Selika Johnson  
Licensing Consultant

Date

Approved By:



06/02/2021

---

Shirley D. Baskin  
Area Manager

Date