



STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ORLENE HAWKS  
DIRECTOR

November 15, 2021

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

RE: License #: DC820294540  
Investigation #: 2021D0910013  
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 400.8125 (1)	Staff; volunteer; requirements.
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The details of the allegations are in the attached report. To investigate the allegations:

- I interviewed Child A's Mother, Nicole Partaka, program director, Ms. Brittany Dillon, assistant program director, and Michelle Harp, Child Care Staff Member, Child B's Mother, and Child C's Mother.
- I completed on-site inspections on the following dates: 08/30/2021.

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"/>	<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 (517) 284-9730.

Sincerely,



Nicole Gibby, Licensing Consultant  
Child Care Licensing Bureau  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(313) 938-5874

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>	2021D0910013
<b>Complaint Receipt Date:</b>	08/10/2021
<b>Investigation Initiation Date:</b>	08/11/2021
<b>Report Due Date:</b>	10/09/2021
<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>	05/19/2021
<b>Expiration Date:</b>	05/18/2023
<b>Capacity:</b>	104
<b>Program Type:</b>	CHILD CARE CENTER

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Child A (3-year-old male) was found bleeding from the eyebrow area.	No

**III. METHODOLOGY**

08/10/2021	Special Investigation Intake 2021D0910013
08/11/2021	Special Investigation Initiated - Telephone I spoke with Child A's Mother.
08/30/2021	Inspection Completed On-site I completed an unannounced inspection at 2:00 p.m. to 3:30 p.m. I interviewed Nicole Partaka, program director, Ms. Brittany Dillon, assistant program director, and Michelle Harp, child care staff member.
08/30/2021	Exit Conference- with Nicole Partaka, Program Director
09/03/2021	Contact- Document Received. I received written statements from Nicole Partaka, Program Director. Michelle Harp, and Brittany Dillon.
09/06/2021	Contact- Document Received. I received written statements from Michelle Harp and Brittany Dillon, Child Care Staff Member.
10/19/2021	Contact- Telephone call made I attempted to interview Child B's Mother, Child C's Mother, and Child D's Mother. I left a voicemail message.
10/21/2021	Contact- Telephone call made I spoke with Child B's Mother and Child C's Mother.
10/21/2021	Contact- Telephone call made I attempted to interview Child D's Mother, Child E's (three-year-old, male) Mother, and Child E's Father.

11/15/2021	Contact- Telephone call made I spoke with Child A Mother.
11/15/2021	Contact- Telephone call made. I spoke with Nicole Partaka, Program Director.

**ALLEGATION: Child A (3-year-old male) was found bleeding from the eyebrow area.**

**INVESTIGATION:** On 08/11/2021 and 11/15/2021, I spoke with Child A's Mother. She received a call from child care staff Member, Michelle Harp, who informed her that Child A had an injury on his eyebrow, that was bleeding and he needed to be picked up. Child A's Mother was told that Child A did not cry and was sitting quietly. Michelle Harp walked over to Child A and his eyebrow was bleeding while they were outside on the playground. She cleaned the injury and it kept bleeding. Two band aids were applied to the injury. Child A was taken to urgent care and received liquid sutures on his eyebrow.

Child A Mother. She stated that she was initially concerned that the child care staff could not tell her how Child A was injured. She explained that she did not think that a child care staff member injured Child A, however, she was not sure if another child hit Child A. Child A Mother was concerned that it took 2 ½ weeks after the incident, before she was able to review the video footage. Child A Mother told me that this was the second head injury that Child A had since February 2021. She told me that Child A returned to the child care center for one week and they decided to disenroll him.

Child A Mother stated that when they reviewed the video footage, she saw Child A and Child B running around and playing, they collided and fell. She stated that both children got up and continued to play. Child A Mother explained that she did not see a child care staff member in the video check on the children after they collided. Child A went to the slide and slid down, he did not appear to fall or injure himself on the slide. Child A Mother told me that Child A was standing by himself after he got off the slide, the child care staff member walked over to Child A and checked on him. She stated that she received the call from the child care center regarding Child A being injured.

On 08/30/2021, I completed an unannounced inspection at the facility. I interviewed Nicole Partaka, program director, she said Michelle Harp, child care staff member informed her Child A was hurt on the playground. Ms. Harp removed the band aid to reveal the cut on Child A's forehead. Michelle Harp immediately called Child's A Mother to inform her that Child A was injured. Child A's Mother came to the center to pick Child A up.

Nicole Partaka said Child A's Mother told her the following Monday that Child A received stitches. Child A's Mother spoke with Michelle Harp, and Brittany Dillon,

assistant program director because they were supervising the children outside on the playground on the day of the incident. Child A's parents were provided with a copy of the incident report.

Nicole Partaka stated that Child A's parents requested to watch the live video of the incident. Tanya Zoro, District Manager, Child A's parents and Nicole Partaka watched the footage together.

According to Nicole Partaka, the video footage showed Child A running around on the playground. Child A and Child B (3-year-old, male) collided, Child A got up continued to run and play. Child B also continued to run and play. After numerous minutes Child A walked over to the picnic table area. Michelle Harp and Brittany Dillon checked on Child A and noticed he was bleeding on his eyebrow. Michelle Harp and Brittany Dillon immediately started first aid. Child B did not have any injuries.

I interviewed Michelle Harp and Brittany Dillon; they both said they took the early preschoolers to the playground for their morning time outside. The children immediately began running around, playing on the playscape. They were both constantly walking around the whole playground supervising the children.

Michelle Harp and Brittany Dillon said when they got outside Brittany Dillon took a minute to walk around and get a photo of each child to send to their parents. Child A was sitting at the picnic table watching his friends.

Michelle Harp said it was a warm morning and Child A had been running around. She believed he needed to sit down for a minute and drink some water, especially since he was playing while still wearing his mask (his request).

Brittany Dillon noticed that Child A suddenly stopped running and stood by her for a few moments. She was talking to Child A trying to see if he was feeling well, needed some water or just needed to take a break. According to Brittany Dillon, Child A did not respond to her questions. She continued to monitor him and did not notice anything wrong. She said she walked away, and Michelle Harp walked over to Child A.

Michelle Harp and Brittany Dillon continued walking around the playground when they realized that Child A was still sitting down. Michelle Harp said it is not normal for Child A to be sitting down on the playground. He is normally running around.

Michelle Harp reported that she walked over to Child A sitting at the picnic table and bent down to his level to talk with him. She noticed that there was some blood going down the side of his face. She immediately grabbed the person protection equipment and examined where it was coming from. When she took Child A's mask off, she saw some blood in the mask. Michelle Harp cleaned the cut above his eyebrow and put a band aid on it.

Michelle Harp walked Child A inside the building so that she could tell Nicole Partaka about the incident. Child A was given an ice pack while the incident report was completed. Michelle Harp called Child A's Mother and explained that Child A had a cut on his eyebrow. When Child A's Mother arrived, the incident was reviewed with her, and she signed the incident report.

On 09/03/2021 and 09/06/2021, I received written statements from Nicole Partaka, Michelle Harp, and Brittany Dillon. The written statements documented the information provided in the interviews on 08/30/2021.

On 10/19/2021, I attempted to interview Child B's Mother, Child C's Mother, and Child D's Mother. I left a voicemail message.

On 10/21/2021, I spoke with Child B's Mother and Child C's Mother. Child B's Mother said Child B had not had any incidents or injuries on 08/06/2021. Child C's Mother said Child C has not had any incident in the past three months. Child B's Mother and Child C's Mother explained that when Child B and Child C has had accidents or injuries, they receive an incident report. They do not have any concerns with the care that their children receive.

On 11/15/2021, I spoke with Nicole Partaka. I requested the incident report from the first head injury that Child A had at the child care center. I reviewed the incident report from that incident report dated 03/26/2021. Child A was running in a circle inside the classroom, tripped and bumped his head on the wall. The report indicated that Child A cried, the skin was broken, and the injury bled a little. It was reported that the child was given a hug, the cut was cleaned, and a band aid was applied. Ms. Partaka explained that Child A Mother was notified of the incident and that first aid was applied.

Ms. Partaka stated the video footage was reviewed with Child A Parents on 08/19/2021. She explained that they emailed regarding a date that would work for all parties before the date was set. Ms. Partaka was on scheduled vacation from 08/11/2021- 08/16/2021. She explained that Child A attended the child care center on Monday, Wednesday, and Friday. She told me that Child A returned on 08/11/2021 and his last day at the child care center 08/27/2021.

Technical assistance was provided regarding monitoring and supervision during indoor/outdoor play.

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff; volunteer; requirements.</b>
	<b>(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.</b>

<b>ANALYSIS:</b>	Appropriate care and supervision were always provided to children. The incident with Child A appears to have been an accident, for which the proper procedures were followed.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend no change in the license status.

*Ng*

10/21/2021

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Nicole Gibby Date  
Licensing Consultant

Approved By:

*S.E.*

11/15/2021

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Shirley D. Baskin Date  
Area Manager