



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

Marlon I. Brown, DPA
ACTING DIRECTOR

11/02/2023

Stacey Reynolds
TOTally KIDS LLC.
2082 US 32 W,
Alpena, MI, 49707

License Number: DC040396208
Special Investigation Number: SI-00078185

Dear Stacey Reynolds,

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:

| Rule/Law Number | Rule Description |
|-----------------|---|
| R 400.8125(1) | All staff and volunteers shall provide appropriate care and supervision of children at all times. |
| R 400.8155(1) | A center shall have a written plan for how and when a parent is notified when personnel observe any of the following: |

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 staff members and parents.**
- I completed on-site inspections on the following dates: 9/15/2023

| 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 this report for accuracy and contact your consultant, DeAndre Lawson at 989-898-8977 or lawsond@michigan.gov. In the event that DeAndre Lawson is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



DeAndre Lawson, Licensing Consultant

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
CHILD CARE LICENSING BUREAU**

Report Type: Special Investigation Report

Date of Report: 11/02/2023

| | |
|---------------------------------------|---|
| Special Investigation Number | Complaint/Incident Receipt Date |
| SI-00078185 | 9/12/2023 |
| Investigation Initiation Date | Report Due Date |
| 10/12/2023 | 12/11/2023 |
| License Number | Licensee Name(s) |
| DC040396208 | Stacey Reynolds |
| Facility Name | Licensee Designee(s) |
| TOTally KIDS LLC. | Stacey Ann Reynolds |
| Program Type | Central Administrator(s) |
| Center | None |
| Capacity | Program Director(s) Name |
| 60 | Stacey Ann Reynolds Qualifications: Date PD Approved: |
| Facility Address | Mailing Address |
| 2082 US 32 W, Alpena, MI, 49707 | 5930 Bennett Rd, Hubbard Lake, MI, 49747 |
| Facility Phone Number | Facility Email Address |
| 9892556466 | llctotallykids@gmail.com |
| Original License Issuance Date | License Status: |
| 1/19/2019 | Regular |
| License Effective Date: | License Expiration Date: |
| 1/30/2022 | 1/29/2024 |

ALLEGATION(S)

| | Violation Established? | |
|--|-------------------------------|----|
| A child was bitten three times. | | No |
| The center is not following its written policy for notifying parents of incidents. | Yes | |

METHODOLOGY

| Date | Activity |
|-------------|--|
| 09/12/2023 | Special Investigation Intake 2023D0687012 |
| 09/15/2023 | Special Investigation Initiated – on-site. |

| | |
|------------|---|
| | I interviewed licensee, child care staff members Katelyn Trent and Christn Avery |
| 09/19/2023 | Contact - Telephone call made Interview with Child A, B and C's mothers |
| 09/20/2023 | Contact - Telephone call made Interview with child care staff member Christina Jore and Child D's mother. |
| 10/18/2023 | Exit Conference With licensee Stacey Ann Reynolds via telephone |

ALLEGATION: A child was bitten three times.

INVESTIGATION: On 09/15/2023 I interviewed licensee Stacey Reynolds. Child D was in the front classroom with a child that bites. There were two times when Child D was bitten while in child care. When asked if the bite was documented she stated yes and pulled out a binder. In the binder there was documentation of one bite that occurred on 8/14/23. When asked about documentation of the other bite Ms. Reynolds left the room with the binder and came back with an illegible incident documented on the second to last page of the binder on the top line of the page dated "8/23". Ms. Reynolds stated they were busy during pick up and she did not notify Child D's mother of the bite that occurred 8/14/23. She received a text from Child D's mother that evening asking about the bite. Ms. Reynolds apologized for not telling Child D's mother about the bite during pickup. The normal process for notifying parent of incidents is talking to them during pickup. I asked Ms. Reynolds to review her handbook for the biting policy. The biting policy states "An incident report will be written and turned into the office. A copy will be given to parents at the end of the day". Ms. Reynolds was unable to provide written incident reports from when Child D was bitten. Ms. Reynolds stated she does not complete incident reports anymore because when she would give them to parents they would say they didn't want them. Ms. Reynolds is surprised at this complaint because she believed the issues was resolved on the date of the call. The children were also separated and changes were made to reduce ratio to keep Child D safe as well. She was informed by Child D's mother that Child D was removed from the center because the parents were reconciling, and he was being placed in a child care home closer to Child D's father's home.

Ms. Reynolds was never notified of Child D having food on his clothes during pickup. There was a time when Child D was picked up during snack and had food on his face. She instructed a child care staff member to wipe his face. There is not a time that she is aware of Child D having fecal matter in his diaper but stated there are times where Child D is picked up during nap so it could have happened while he was napping. However, when a child is picked up early child care staff members always offer to change diapers prior to leaving. Child D's mother refuses. Child D may seem hungry when picked up during nap because they have snack after nap. Child D ate breakfast, morning snack, lunch and afternoon snack each time while in child care unless he left early. I reviewed

the attendance records between 7/24/23 and 9/5/23. Child D was signed out five times during nap in this timeframe.

On 09/15/2023 I interviewed child care staff member Katelyn Trent who has been employed at the center since June 2023. She is aware of Child D being bitten a couple of times; one of the bites occurred while she was providing care. This happened 8/14/2023. When it happened, she separated the children and talked to each separately. Then she told Ms. Reynolds and then documented it in the communication log. Ms. Trent did not talk to the parent; Ms. Reynolds notified her. There was one time she forgot to wipe Child D's face after lunch because he was picked up early. Ms. Reynolds informed her to be sure to clean children up during lunch and snack. Child D is usually asleep when his mother picks him up. She is not aware of fecal matter in Child D's diaper; he is usually changed before nap. There was one time when Child D's mother picked Child D up and she was not onsite so she doesn't know what may have happened then. Child D eats lunch, morning snack and breakfast if he is dropped off early enough. Child D is usually picked up around 1:30pm-2:00pm. She had nothing further to add.

On 09/15/2023 I interviewed child care staff member Christn Avery who occasionally worked with Child D. Child D was never bitten while she was caring for him. She heard Child D was bitten three times at the center. When a child is bitten parents are usually texted right away. She heard about the fecal matter incident but she is aware Child D is usually picked up during nap. If a child is picked up during nap child care staff members usually ask if the parent wants the child's diaper to be changed. She is not aware of Child D being hungry. He always ate when she was caring for him. After every meal they always wash children's hands and face. She is not aware of a time where Child D went home with food on his clothes.

On 09/19/2023 I interviewed Child A's mother. She has no concerns. She has had several children attend the center. When Child A has an incident where there is a mark, Ms. Stacey calls her to notify her of the incident. She is also notified sometimes at pick up if it is something that requires immediate attention. She had no other concerns to add about the center.

On 09/19/2023 I interviewed Child B's mother. Child B has been in the center since it opened. She has always felt secure with Child B attending. Child B is a spicy girl, and they get daily reports as to what happened in child care. When Child B has a bump or

bruise, they are shown the injury at pick up with an explanation as to what occurred. This is done verbally not in writing.

On 09/19/2023 I left a voicemail for Child C's mother.

On 09/19/2023 I interviewed Child C's mother. She has no concerns about the center. When Child C is scraped up, she is notified during pickup, or she will receive a phone call when it happens. She has no issues with the center.

On 09/19/2023 I left a voicemail for Child D's mother.

On 09/20/2023 I left a voicemail for child care staff member Christina Jore. On

9/20/2023 I interviewed child care staff member Christina Jore. She is familiar with Child D because they were together regularly. She is aware of him being bitten twice. Each time she told Ms. Reynolds, documented it in the communication log and let the parents know. The parents were notified verbally at pick up. As of 9/17/23 the center has a new policy when incidents occur. The child care staff members tell Ms. Reynolds, they document and provide copies to the parents for signature. She is not aware of Child D going home with food on his clothes. Child D was fed breakfast, snack in the morning, lunch and snack in the afternoon. If a parent picks a child up during nap they offer to change their diaper. Child D's mother always denied it. Child D was picked up during nap once ever couple weeks. She had nothing further to add.

On 09/20/2023 I interviewed Child D's mother. The entire time Child D was there he was not happy. It was a struggle to leave him there because he would cry. There were concerns for cleanliness and she was never told what Child D ate for lunch or what he did during the day. The first bite occurred 8/04/2023. No one from the center said anything to her. She noticed the bite when they got home and started playing and she took his shirt off. Child D's mother talked to Ms. Reynolds, and she said it slipped her mind, but they walked to the car together. The second incident occurred on 08/09/23, Child D's father picked him up and she told him about the bite. Ms. Reynolds told child care staff members and offered to move Child D to the "baby room" to separate them. The third incident was 08/14/2023 she was not notified about that. Once she got home, she noticed a bite mark on the inside of Child D's arm. She contacted Ms. Reynolds and she stated she was not aware that it happened. Child D could not have been bitten anywhere else but the center because there are no other children in the home. When they walked through the door from child care he would immediately ask for a snack and just want more food and when dinner time came he would eat it really fast. She knew he ate because he would come home covered in food. He started coming home with food on his clothes around 8/04/2023.

RULE/STATUTORY VIOLATIONS:



APPLICABLE RULES

| | |
|---------------|--|
| R 400.8125(1) | All staff and volunteers shall provide appropriate care and supervision of children at all times. |
| ANALYSIS: | Biting occurred despite having two child care staff members caring for four children. Child care staff members had no knowledge of Child D being bitten on several occasions. I spoke to the licensee about ensuring developing a better plan regarding supervision for children who are biters. I advised licensee that the center having a 2:4 ratio was not effective since biting continued to occur without child care staff members being aware. |
| CONCLUSION: | Violation Not Established Technical Assistance 10/11/2023 |

ALLEGATION: The center is not following its written policy for notifying parents of incidents.

RULE/STATUTORY VIOLATIONS:

| APPLICABLE RULES | |
|------------------|---|
| R 400.8155(1) | A center shall have a written plan for how and when a parent is notified when personnel observe any of the following: |
| ANALYSIS: | The center is not following their written policy regarding notifying parents when a child is bitten. Per the center's biting policy an accident report should be written and turned into the office and a copy will be given to the parents at the end of the day. Based on interviews with parents and child care staff members, the center is notifying the parents verbally. |
| CONCLUSION: | Violation Established |

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| Approved By: | |
| DeAndre Lawson Consultant Date 11/02/2023 | Rose A. Rafferty Manager Date 11/02/2023 |
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