



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 25, 2023

Mary Robinson
Hastings Area Schools
232 W Grand
Hastings, MI 49058

RE: License #: DC080259698
Investigation #: 2023D0216010
HASS CERC Child Care Center

Dear Ms. Robinson:

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(2)	Staff; volunteer; requirements.
R 400.8131(6)	Professional development requirements.
R 400.8146(1)(d)	Information provided to parents.
R 400.8155(5)	Child accidents and incidents; child and staff illness.
R 400.8161(2)	Emergency procedures.
R 400.8170(6)	Outdoor play area.
R 400.8173(11)	Equipment.
R 400.8182(3)	Ratio and group size requirements.
R 400.8350(7)	Toilets; hand washing sinks.
R 400.8380(2)	Maintenance of premises.

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

- I interviewed the person who made the complaint, the program director/licensee designee, child care staff members, and parents.
- I completed on-site inspections on the following dates: April 5, 2023, and April 24, 2023.

As a result of this investigation, I found the following violation(s):

R 400.8161(2) Emergency procedures.
R 400.8173(11) Equipment.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by June 13, 2023. You can use our [corrective action plan](#) form or create your own.

If you need help writing the corrective action plan, please contact me. If you do not send a corrective action plan, you may face disciplinary action. The corrective action plan must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

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](#).

Sincerely,

Carrie Harris

Carrie Harris, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
PO Box 30837
Lansing, MI 48909
(269) 615-5617

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC080259698
Investigation #:	2023D0216010
Complaint Receipt Date:	04/04/2023
Investigation Initiation Date:	04/04/2023
Report Due Date:	06/03/2023
Licensee Name:	Hastings Area Schools
Licensee Address:	232 W Grand Hastings, MI 49058
Licensee Telephone #:	(269) 818-0040
Administrator:	Mary Robinson, Designee
Licensee Designee:	Mary Robinson, Designee
Name of Facility:	HASS CERC Child Care Center
Facility Address:	520 W. South Street Hastings, MI 49058
Facility Telephone #:	(269) 818-0040
Original Issuance Date:	09/04/2003
License Status:	REGULAR
Effective Date:	11/24/2022
Expiration Date:	11/23/2024
Capacity:	101
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child care staff members use marijuana while on lunch breaks.	No
Program director, Mary Robinson, completes child care staff member's annual training requirements for them and then prints off the verification for licensing.	No
The center does not follow their discipline policy in the parent handbook. Aggressive children are allowed to continue attending the center after multiple incidences and complaints from other families.	No
Child care staff member's children who attend the center were allowed to stay when they had contagious diseases and were not sent home.	No
The emergency evacuation crib in the toddler classroom has a broken wheel.	Yes
The playground has no shade for children during the summer months.	No
A bounce house is used with children from infancy through preschool.	Yes
Child care staff members are left with "excessive" numbers of children in care and are not within ratio requirements.	No
There is a broken door in the preschool bathroom and children do not have any privacy.	No
The center has had infestations of bedbugs and fleas and the parents were not notified. There is also a mouse infestation in the closets and storage areas where toys are stored.	No
Additional Findings	No

III. METHODOLOGY

04/04/2023	Special Investigation Intake 2023D0216010
04/04/2023	Special Investigation Initiated - Telephone Spoke to Complainant by telephone from 2:53 PM to 3:56 PM
04/05/2023	Inspection Completed On-site from 9:00 AM to 4:00 PM Interviewed Assistant Director, Rachelle Cuddahee; Program Director, Mary Robinson; Child Care Staff Member 1, Child Care Staff Member 3, Child Care Staff Member 4, and Child Care Staff Member 5
04/24/2023	Inspection Completed On-site from 9:30 AM to 11:00 AM Spoke to Child Care Staff Member 2, and Program Director, Mary Robinson
04/24/2023	Contact - Document Received Griffin Pest Control logs; Purchase order for canopies
05/04/2023	Contact - Telephone call made Spoke to Child A & B's Mother and Child C & D's Mother
05/19/2023	Exit Conference – Spoke to program director, Mary Robinson

ALLEGATION: Child care staff members use marijuana while on lunch breaks.

INVESTIGATION: On April 4, 2023, I spoke to the complainant by telephone. The complainant stated that she heard Child Care Staff Member 1 (CCSM 1) and Child Care Staff Member 2 (CCSM 2) both use marijuana on their lunch breaks, but she has never witnessed it herself. She said she saw something glowing in the infant room napping area where CCSM 1 and CCSM 2 are both employed, but another child care staff member told her the glowing light was from a diffuser that they use, but she was unable to confirm it. The complainant said the Assistant Director, Rachelle Cuddahee, investigated the allegation, but no one was ever disciplined for it that she was aware of. The complainant said parents have asked her why the center smells like a skunk, but the complainant said she has never smelled the odor. She does think CCSM 1 and CCSM 2 both use marijuana because they are hostile individuals and have demonstrated aggressive behaviors. The complainant said one-time CCSM 1 and CCSM 2 arrived at the center “high” while children were still in care before a staff Christmas party and CCSM 2 was interacting with a child in the Red Room.

On April 5, 2023, I spoke to Ms. Cuddahee, Program Director, Mary Robinson, CCSM 1, Child Care Staff Member 3 (CCSM 3), Child Care Staff Member 4 (CCSM 4), and Child Care Staff Member 5 (CCSM 5) about the allegation. Ms. Cuddahee acknowledged that there was an allegation of marijuana use by CCSM 1 and CCSM 2, so she waited until they returned from lunch and got up close in their face but did not smell anything on their breath. CCSM 1 and CCSM 2 were acting normal, so Ms. Cuddahee continued to monitor the situation and did not observe any behaviors that would make her think anyone was under the influence of marijuana. When CCSM 1 and CCSM 2 were confronted, they both denied using marijuana during child care hours.

Ms. Robinson said there was an allegation of marijuana use by CCSM 1 and CCSM 2, but Ms. Cuddahee investigated it, and did not find the allegation to be credible. She said the infant room parents love both of the child care staff members and they are very attentive to the babies. Ms. Cuddahee confronted CCSM 1 and CCSM 2 and they both denied using marijuana during child care hours. Ms. Cuddahee was near their faces and did not smell anything unusual. Ms. Robinson said she has never seen CCSM 1 or CCSM 2 glassy-eyed or giggly as she would expect if someone was using marijuana during child care hours. Ms. Robinson denied any knowledge about any child care staff members using marijuana during the staff Christmas party. She said CCSM 1 and CCSM 2 came early and sat down on the couch in the entryway and then helped her set up for the party. She never observed any behavior that would make her think they had been using marijuana before the Christmas celebration. I asked Ms. Robinson about a glowing light in the napping room that someone thought could be a “grow light” and she said it is a night light that is part of the sound machine they use in the napping room.

CCSM 1 admitted that she has used marijuana at home before bed but denied ever using marijuana during work hours or on lunch breaks. She has never seen anyone

at work that she suspected was under the influence of marijuana and she believes she would be able to tell if someone was using the substance by their behavior.

CCSM 3 denied knowledge about any child care staff members ever using marijuana on their lunch breaks. She said she was in the medical field for 16 years and would know what it smelled like and how someone under the influence of marijuana would act and she has never had any concerns about any child care staff members.

CCSM 4 said she has not ever seen or heard about any child care staff members using marijuana while on their lunch breaks or at the staff Christmas party. She said she would recognize the smell of marijuana and has never smelled it or seen any child care staff members with glossy eyes or giggling like they were under the influence of the drug.

CCSM 5 denied knowing about any child care staff members who used marijuana during child care hours. She said there was one child care staff member who is no longer employed who made an allegation last fall, but it was investigated and found not to be true. CCSM 5 said the school district has a zero-tolerance policy for drug use. She was not aware of any child care staff members who were under the influence of marijuana before or during the staff Christmas party.

On April 5, 2023, I was given a tour of the center and saw the glowing light in the napping area in the infant room. I walked over to it and observed that it was a light on the sound machine for the napping babies.

On April 24, 2023, I spoke to CCSM 2 who acknowledged that she is aware that some child care staff members use marijuana at home in the evenings but denied ever using it or knowing about anyone else who has ever used it while on their lunch breaks or before the staff Christmas party. She said she would recognize the signs if someone was under the influence of marijuana, and she has never seen anyone who was "high" while at the center.

On May 4, 2023, I spoke to Child A & B's Mother and Child C & D's Mother about the allegation. Child A & B's Mother said Child A has attended the center for six years and Child B has attended the center for four years. She has never seen or heard about any child care staff members being under the influence of marijuana during work hours.

Child C & D's Mother said she has had children in the center for six years. She has not ever seen, smelled, or heard about any child care staff members being under the influence of marijuana during work hours.

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:	<p>CCSM 1 and CCSM 2 both act in a manner that is conducive to the welfare of children. They both denied using marijuana during child care hours.</p> <p>Ms. Cuddahee investigated an allegation that CCSM 1 and CCSM 2 were using marijuana during their lunch breaks and did not smell any odors or observe any behaviors that would make her think they were using the drug during child care hours. CCSM 1 and CCSM 2 denied using marijuana on their lunch breaks when they were confronted.</p> <p>Ms. Robinson, CCSM 3, CCSM 4, and CCSM 5 denied observing any behaviors from CCSM 1 or CCSM 2 that would indicate they were under the influence of marijuana at any time.</p> <p>Child A & B's Mother and Child C & D's Mother have both had children in the program for six years and have never seen, heard, or smelled anything that would make them think any child care staff members were under the influence of marijuana.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Program director, Mary Robinson, completes child care staff member's annual training requirements for them and then prints off the verification for licensing.

INVESTIGATION: On April 4, 2023, I spoke to the complainant by telephone about the allegation. She stated that she completed some training on the computer the first week she started employment in November 2020 but denied doing any professional development since that time except CPR training. I logged into MiRegistry while we were on the phone and could see that she had completed the 2020 annual health and safety refresher training on November 24, 2020, and the 2022 annual refresher training on September 13, 2022. She said she never completed the 2022 health and safety refresher training. I said it is an online activity that she would have had to log into her MiRegistry account for. She said that when she began employment, Ms. Robinson asked for the email address and password for the account, and she thinks Ms. Robinson logged into her account and completed the training for her. I asked the complainant why she thinks Ms.

Robinson would do that and she said that when Licensing Consultant, Jennifer Blake, was out for their renewal inspection on December 13, 2022, she overheard Ms. Robinson tell Ms. Blake that she would have to log into MiRegistry, email the training to herself, and print it out. The complainant said she was almost certain that Ms. Robinson did that for all of the child care staff members in the center. I asked the complainant if she completed training hours in-person, correspondence, or another way, and she said she did not complete any professional development. I looked at her MiRegistry account again and saw that she had completed a course called "Child Development and Guidance" for 20 clock hours of training through Care Courses and she denied taking that course and reiterated that she did not receive any training while she was employed at the center.

On April 5, 2023, I spoke to Ms. Cuddahee, Ms. Robinson, CCSM 1, CCSM 3, CCSM 4, and CCSM 5 about the allegation. Ms. Cuddahee said that everyone completes the annual health and safety refresher course online annually on the computer. The 16 clock hours of annual training are not the same for all child care staff members, but they all obtain at least 16 clock hours annually. She denied that Ms. Robinson does the training for them. This year all the child care staff members received a packet from the Child Care Support Network, and they work on the packet at their own pace. Then they submit it back to the Child Care Support Network who reviews their answers and adds the training to MiRegistry. Currently they have several child care staff members who are working towards their Child Development Associate (CDA) Credential and Ms. Robinson is paying for that.

Ms. Robinson denied ever completing anyone's training hours for them and said she does not have time to do that as the center director. She acknowledged that she does have the child care staff members provide her with a copy of the email address and password they used to log into MiRegistry because then it is written down if they forget it. When it is time for them to do the annual health and safety refresher training, she will get coverage for their classroom and set them up at a computer to complete it during their scheduled work hours. She said that during the onsite inspection with Ms. Blake in December 2022, the center was cited because they did not have verification of some of the online trainings in MiRegistry. Ms. Robinson said she told Ms. Blake that she would log into their MiRegistry accounts and print the verification of the completed training for their records. Ms. Robinson said everyone is required to obtain at least 16 clock hours of training annually and this year they were doing correspondence packets through the Child Care Support Network.

CCSM 1 stated that she remembers doing the MiRegistry health and safety trainings online because it took her a long time to complete them. She said this year she was given a packet from the Child Care Support Network that she will complete on her own and then submit to get her required annual clock hours of training. She was working on the packet the morning I was onsite and denied that Ms. Robinson has ever completed any training for her.

CCSM 3 denied that Ms. Robinson has ever completed any professional development for her. She said Ms. Robinson will remind the staff to complete the annual health and safety refresher courses online and when they finish them, Ms. Robinson has said it is easier if they print off the training verification or send it electronically to her for their records. She said she just received a packet of trainings that she is required to complete this year and submit to Ms. Robinson by October 1, 2023.

CCSM 4 stated that she tries to engage in as many professional development opportunities as she can and exceeded 16 clock hours of training in 2022. She completed the 2022 health and safety refresher online and denied that Ms. Robinson has ever completed the trainings for her and said she is too busy to do that for everyone. CCSM 4 is currently working on a packet of training she received at a recent staff meeting. I looked up her training hours for 2022 in MiRegistry and saw that she had completed the 2022 health and safety training and 19.25 other clock hours of training for the year.

CCSM 5 denied that Ms. Robinson has ever completed her annual professional development training for her. She does the annual health and safety refreshers each year on the computer and then completes other trainings throughout the year as well. She said she just received a packet of materials from the Child Care Support Network for her 2023 professional development that needs to be completed by October 2023.

On April 24, 2023, I spoke to CCSM 2 who said she had to complete the Health and Safety Training Parts 1 & 2 on the computer when she began employment for the center and remembers it took a long time to complete. She said Ms. Robinson would not have time to do that for every child care staff member in the center. CCSM 2 said she has already completed 6 clock hours of training for 2023 and has a packet from the Child Care Support Network that she is working through for the year to complete her 16 required hours for the center.

On May 4, 2023, I spoke to Child A & B's Mother and Child C & D's Mother about the allegation. Child A & B's Mother said she worked with a young adult who was employed for the child care center and Ms. Robinson gave the young adult a training packet she had to work through to get her professional development hours for the year. Child A & B's Mother said the youth would complain about it frequently, so she knows Ms. Robinson was not completing her professional development for her.

Child C & D's Mother said she did not know anything about what the child care staff members did for professional development training.

APPLICABLE RULE	
R 400.8131	Professional development requirements.
	<p>(6) All child care staff members who work directly with children shall complete 16 clock hours of professional development annually on topics relevant to job responsibilities that include, but are not limited to, any of the following subjects:</p> <ul style="list-style-type: none"> (a) Child development and learning. (b) Health, safety, and nutrition. (c) Family and community collaboration. (d) Program management. (e) Teaching and learning. (f) Observation, documentation, and assessment. (g) Interactions and guidance. (h) Child care center administrative rules.
ANALYSIS:	<p>Ms. Robinson denied completing any child care staff member's professional development training and said all child care staff members are required to complete 16 clock hours of training annually.</p> <p>I spoke to Ms. Cuddahee, CCSM 1, CCSM 2, CCSM 3, CCSM 4, and CCSM 5 who all said that they complete their own professional development training and obtain 16 clock hours of training annually.</p> <p>Child A & B's Mother said she works with a young adult who was employed for the center and the young adult told her that she had to complete a packet of training materials for the center.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The center does not follow their discipline policy in the parent handbook. Aggressive children are allowed to continue attending the center after multiple incidences and complaints from other families.

INVESTIGATION: On April 4, 2023, I spoke to the complainant by telephone about the allegation. She stated that Child A and Child B both attend the child care center. Child A used to have a lot of behavioral issues, but he is on medication now to help him regulate his behavior. Child B is too young for medication and is hyper-active and impulsive. Child B will hit and bite other children in care. He has also hit and kicked child care staff members and does not like to take naps. The complainant said she is concerned about the safety of Child B and other children in care. Child B

does not think before he acts and will jump off furniture and other objects and she is concerned he will injure himself. She stated that in 2020, Child B jumped off a table and hit his head on a block and needed stitches. The complainant said parents of other children in care have refused to have their child in the same room as Child B due to his aggressive behaviors. The complainant said Ms. Robinson will excuse Child B's behavior and refuses to follow the discipline policy in the parent handbook that says "unruly and aggressive children will be terminated."

On April 5, 2023, I spoke to Ms. Cuddahee, Ms. Robinson, CCSM 1, CCSM 3, CCSM 4, and CCSM 5 about the allegation. Ms. Cuddahee admitted that Child B is a very hyper-active child and has issues with impulse control. She said Child A and Child B have been attending the center since they were infants and the parents have always been supportive and actively seeking support services for their children but not many physicians see preschool-aged children for behavior. Child A is now on medication that has helped his behavior, but Child B is too young for medication. She said while Child B may present more behavior challenges and likes to play rough, he is no more active than other young children in care and they can manage his behaviors. She said Child B has had a great few weeks. She can only recall Child B biting another child one time and Child B was sent home for it. Child B was pretending to be a shark and bit another child and did not think about the consequences of his actions, but Child B showed a lot of remorse for it when he realized his pretend play hurt one of his classmates. The child care staff members in Child B's room have been working with Child B to help him verbalize his needs when he wants attention rather than acting out.

Ms. Robinson denied that Child A and Child B are aggressive children. She said they are active boys and have attention deficit/hyperactivity disorder. Child A is now on medication for the condition, but Child B is too young to medicate yet, so they have been trying new strategies and techniques to help him manage and regulate his behavior. Ms. Robinson described Child A and Child B as "sweet boys" and said their parents are supportive and they utilize a team approach to managing their impulsive behaviors. Ms. Robinson said she never received any complaints from child care staff members about Child B's behavior until he started in the preschool classroom. She said one time Child B was "playing shark" and bit another child. The other child put his fingers in Child B's mouth and Child B bit down on them while still pretending to be a shark. The other child's parents were contacted about the injury, and they did not have any concerns.

Ms. Robinson said she could only recall one parent ever complaining about Child A after her daughter was injured during clean-up time. Child A threw some wooden blocks to get them closer to the shelf. The little girl was standing in the way and got hit by a block that Child A threw. Ms. Robinson said she does not want the boys labeled as "bad kids" because they are very loving children, and the child care center is their safe place. She admitted that some child care staff members have not always agreed with the behavior modification methods used with Child A and Child B, but she said that has been an education issue. Ms. Robinson felt she was

operating within the discipline policy in her parent handbook and that the behaviors exhibited by Child A and Child B did not warrant dismissal from the center.

CCSM 1 said she does not work directly with Child A and Child B, but they seem like sweet boys. She stated that no parents have ever complained to her about their behavior in the center. She is aware they have some behavioral issues, but she thought they were worse at home than at the center. She thinks their behavior depends on how they are approached by the child care staff members and they may need to be talked to differently than other children in care so they can understand why what they did was wrong.

CCSM 3 stated that she knows Child A and Child B. She said Child B is full of energy but denied that he was an angry or aggressive child. She said he is a “rough and tumble boy” but said they are both very sweet children. She did not think anything they have done would warrant expulsion from the center.

CCSM 4 said that Child A and Child B are not overly aggressive children, but they do need constant direct supervision. CCSM 4 said she works with Child A and described him as a funny and sensitive child. She said he is a “good kid,” and his medication has helped modify his behavior and she does not have many behavioral issues with him. She said Child A typically stays near the child care staff members so they can be sure he is playing nicely with his peers and does not get blamed for something he did not do. CCSM 4 said she also works with Child B. She described Child B as a funny and sensitive child. She said he always demonstrates remorse if he does something wrong. She watches him closely because sometimes the other children in care will blame him for things when he is not anywhere near them. She has not received any parent complaints and said there was nothing they have done that she felt warranted expulsion from the center.

CCSM 5 said she has worked with both Child A and Child B. She described them as “sweet boys” and denied witnessing any aggression or anger issues. She could not recall any instances when they have injured another child in care. CCSM 5 stated that no parents have ever complained to her about their behavior. She said when Child A or Child B have been misbehaving, she typically removes them from the situation and talks to them. She said there are moments when they have demonstrated challenging behaviors, but their parents have always been supportive and are actively seeking treatment and getting Child B tested for ADHD.

I asked Ms. Robinson for a copy of the center’s written discipline policy. It stated that most behaviors that we define as “misbehavior” are actually developmentally appropriate, meaning that it is typical for a child this age. Children who have conflicts or problems with others will be encouraged to verbalize their feelings and to problem solve. The center believes discipline should be used to teach a child. The children are explained the rules of the child care center frequently so that all children know the guidelines and expectations. If a child continues to misbehave in the center, a conference will be scheduled with the parents. If problems cannot be

resolved, arrangements will be made for the child to go elsewhere for care. The center goes on to explain that their positive guidance techniques include ignoring the negative behaviors to get attention; redirection or offering alternative activities; verbal intervention; logical consequences; and taking a break so children can relax and calm down. The policy stated that the staff will give positive verbal rewards and encourage acceptable behavior and that any of the prohibited forms of punishment will not be used. The center strives to build relationships with each child, make individual adaptations in teaching strategies, and consult with the families so that each child benefits from the program. If all efforts are exhausted and/or the current placement does not meet the child's needs, or the child is seriously jeopardizing the ability of other children then they will collaborate with the appropriate specialists to determine additional services or placement options.

On April 24, 2023, I spoke to CCSM 2 who said she has worked with Child A and Child B. She said they have never demonstrated any behaviors that would rise to the level of concern where she felt they should be removed from the center. She said they are like any other child in the facility who misbehaves sometimes. She has never had any parents complain to her about their behavior in the center.

On May 4, 2023, I spoke to Child A & B's Mother and Child C & D's Mother about the allegation. Child A & B's Mother said Child A has ADHD and is medicated for it. She believes Child B demonstrates all the same signs and behaviors and he is on a list to meet with a physician who will consent for an assessment. Child A & B's Mother said she has had good communication with the center about their behavior. She maintains a notebook that goes back and forth between the center and home where she can document positive reinforcement and consequences for behavior during the day. She also lets them know about any triggers that could indicate whether the children will have a good or bad day such as when the boys did not sleep well, stayed up late, or anything else unusual that happened at home. She talks to the child care staff members at pick-up time and will address any behavior concerns at home. She feels she has an "excellent collaboration" with the child care staff members.

Child A & B's Mother said Child A has not been at the center as much since he started school, but they have made several medication adjustments this year that have really helped him be more successful at school and at the center. She said even during the school day, he has only had one office referral all year and the only complaint she has received about his school-day behavior was that he has a hard time sitting still for circle time. She said most of the time when they have behavioral issues at the center it is because Child A and Child B are fighting with each other. Child A & B's Mother was only aware of one time when a parent complained about Child B when he threw a block into a bucket, and it hit another child. The parents were upset and wanted to meet with them. Ms. Robinson said Child B was not being malicious and was just being reckless when he threw the blocks, and it resulted in an accident. The only other thing Child A & B's Mother could recall was an incident a few years ago when Child A allegedly touched two girls inappropriately

while they were sitting on a couch in the lobby. The incident was investigated, and no disclosures were made by the girls and when the attendance logs were reviewed for that day, they found that Child A was not even in attendance when the alleged incident happened, and the case was closed. Child A & B's Mother said Child A and Child B have never been suspended from care while attending the child care center. She said they are just very busy, high-energy boys who need a lot of structure and guidance.

Child C & D's Mother said Child B is in the same classroom as Child D and she is aware that Child B is on a positive behavior plan, but she said she has never had any concerns about Child B or the family and believes the center manages misbehavior in the center well.

APPLICABLE RULE	
R 400.8146	Information provided to parents.
	(1) A center shall provide a written information packet to each parent enrolling a child that includes at least all of the following: (d) Discipline policy.
ANALYSIS:	<p>The center's written discipline policy is being followed with Child A and Child B. Ms. Cuddahee, Ms. Robinson, the child care staff members, and Child A & B's Mother all described positive guidance techniques that are utilized and described in the written discipline policy for the center</p> <p>I spoke with Ms. Cuddahee, Ms. Robinson, CCSM 1, CCSM 2, CCSM 3, CCSM 4, and CCSM 5 and they all described Child A and Child B as impulsive and active children, but they did not feel any of their misbehaviors were atypical for the ages of Child A and Child B or that they should be dismissed from care due to their behaviors.</p> <p>Child C & D's Mother said Child B is in Child D's classroom at the center and she did not have any concerns about his behavior.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Child care staff member's children who attend the center were allowed to stay when they had contagious diseases and were not sent home.

INVESTIGATION: On April 4, 2023, I spoke to the complainant by telephone about the allegation. She stated that Child E, who is CCSM 1's son, got pink eye and was allowed to remain in care because Ms. Robinson needed her to work. Within two weeks, four more children got pink eye because Child E was allowed to remain in care with a contagious disease.

On April 5, 2023, I spoke to Ms. Cuddahee, Ms. Robinson, CCSM 1, CCSM 3, CCSM 4, and CCSM 5 about the allegation. Ms. Cuddahee acknowledged that Child E had pink eye but said that he had a doctor's note that allowed him to return to care after he received a certain number of doses of eye drops. Ms. Cuddahee believes another child in the center was responsible for the outbreak of pink eye because that child was sent home with red eyes and returned with a doctor's note that said it was just allergies. Ms. Cuddahee said they consistently implement their illness policy and would not allow any child to stay with a contagious illness.

Ms. Robinson said CCSM 1's son, Child E, was sent home with pink eye on a Friday. CCSM 1 took him to a walk-in clinic on Saturday and he was diagnosed with pink eye. CCSM 1 immediately filled a prescription for eye drops and messaged Ms. Robinson on Sunday evening to say that the doctor's note stated that once Child E had two sets of drops in his eyes, he could return to care. Ms. Robinson agreed he could return to care with the doctor's note. The week before, another child in care had pink eye and was sent home. The child went to the pediatrician who diagnosed him with allergies and said he could return to care. Then a couple other children in care got pink eye. Ms. Robinson said the rules for illness apply to everyone in the center and she would not let Child E, or any other child, return to care without a doctor's note if they suspected the child had a communicable disease.

CCSM 1 said she has had to take Child E home several times when he has become ill while at the center and denied ever being able to keep him in care when he has been sick. She said the center does not want any illnesses to spread, so if a child is sick, regardless of who it is, the child must be taken home until they are better, or they have a doctor's note allowing them to return. When Child E got pink eye, CCSM 1 said she had to take Child E to the physician and get a prescription before he could return to care. The physician stated that he needed to be on the eye drops for at least 24 hours before returning to care. Another time Child E spiked a fever while in care and was sent home.

CCSM 3 said all children are sent home when they become ill while in care, including the children of child care staff members. CCSM 3 said her child attends the center and has been sent home when he has gotten sick while in care.

CCSM 4 said if a child gets sick while in care, they must go home immediately. It does not matter whose child it is. She has had to take her son home multiple times because he has become sick while in care. She said when Child E got pink eye, he was sent home immediately when his eye was red and was not able to return until it was treated.

CCSM 5 stated that she has children who attend the center, and they cannot attend if they are sick. She will stay home with them when they are ill. She stated that Child E was diagnosed with pink eye after work hours and CCSM 1 was not allowed to bring him back to the center until the pink eye had cleared up and his eyes were no longer red, and he was on eye drops.

I reviewed a copy of the center’s illness policy which stated that the center operated for well children only and if a child becomes ill while in care, the child will remain with a child care staff member until the parent arrives to pick up the child. The policy states that they make every effort to reach the parent of the child when a child is ill, but after 30 minutes, they will notify the emergency contacts from the child information card. The center suggests that families have a back-up provider because they will not allow children to stay if they have a fever over 99 degrees; diarrhea; evidence of pink eye, redness of the eye, swollen lids, or yellow discharge from the eye; vomiting; crying for a long time; rash; evidence of head lice; lethargic behavior; or extreme cold symptoms of a runny nose. Children will be readmitted after they are visibly free from communicable disease, fever free without medications for 24 hours, and free from vomiting/diarrhea for 24 hours. The policy goes on to detail what they will do prevent communicable diseases through proper hand washing and cleaning and sanitizing toys and equipment.

On April 24, 2023, I spoke to CCSM 2 about the allegation. She denied that the children of child care staff members are allowed to remain at the center if they are sick. She said if any child in care becomes sick while at the center, they need to go home. If they have a communicable disease such as pink eye, they need a doctor’s note to return after they are seen by a physician.

On May 4, 2023, I spoke to Child A & B’s Mother and Child C & D’s Mother by telephone. Child A & B’s Mother said she has never heard about any child care staff member’s children getting to remain in care if they are sick. She said if Child A or Child B become sick while at the center, she is contacted to come pick them up.

Child C & D’s Mother did not believe the allegation and said to her knowledge, all children are sent home when they become ill and if it is a communicable disease, they need a doctor’s note before they can return to care.

APPLICABLE RULE	
R 400.8155	Child accidents and incidents; child and staff illness.
	(5) A center shall have a written policy detailing when children, staff, and volunteers will be excluded from the center due to illness.

ANALYSIS:	<p>The center followed their written policy for detailing when a child would be excluded from the center due to illness. Child E was sent home when he contracted signs of pink eye while in care. He was not permitted to return until he had a doctor's note and was on medication.</p> <p>Ms. Cuddahee, Ms. Robinson, CCSM 1, CCSM 2, CCSM 3, CCSM 4, and CCSM 5 all stated that children of child care staff members are sent home when they become ill while at the center.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The emergency evacuation crib in the toddler classroom has a broken wheel.

INVESTIGATION: On April 4, 2023, I spoke to the complainant by telephone about the allegation. She stated that the evacuation crib in the Green Room has a broken wheel. The complainant says that the evacuation crib looks normal when you are looking at it, but if you lift the crib up to move it over a threshold, the wheel will fall off and the crib will drag on the ground.

On April 5, 2023, I spoke to Ms. Cuddahee, Ms. Robinson, CCSM 1, CCSM 3, CCSM 4, and CCSM 5 about the allegation. Ms. Cuddahee said she was not aware of any complaints about the evacuation crib not working properly but she has never exited out of that room during a drill. She did admit, however, that if you pick the crib up, the wheel will slip off, and you have to put it back on.

Ms. Robinson said she had not received any complaints that the evacuation crib in the toddler classroom was broken. She and I walked down to the toddler classroom and examined the wheel on the evacuation crib. The wheel sits into a groove on the crib but when the crib is picked up or went over a change in the flooring, the wheel would fall off. I reviewed the emergency plans in the room, and they indicated that the toddlers in the Green Room would line up at the door to exit the room and it did not indicate that the emergency evacuation crib would be used for emergencies. Ms. Robinson stated that all the children in the toddler room can walk.

CCSM 1 said she is a child care staff member in the infant room and she has never had a problem with the evacuation crib in the infant classroom. She said she was not aware of any issues with the toddler room evacuation crib.

CCSM 3 stated that the evacuation crib in the Green Room was used for a fire drill about two months ago and the wheel was broken. She stated that the evacuation crib is always used for drills if they have more than five toddlers in care. She said

they will use it when they have more children so they can exit quickly. If there are only five children in care, then they will walk because they can assist them more easily.

CCSM 4 said she only works with older children and did not have any knowledge about the evacuation crib used by the toddlers.

CCSM 5 stated that emergency evacuation cribs are not usually used in the toddler classroom. CCSM 5 said she will often help assist children in the toddler classroom exit the building quickly during a fire drill. She acknowledged that the wheel for the evacuation crib does come off, but that it will slide back on quickly and easily.

On April 24, 2023, I spoke to CCSM 2 about the allegation. She said she did not know anything about the evacuation cribs in the toddler classroom. CCSM 2 said she is employed in the infant room, and she has never had an issue with the wheels on their emergency evacuation cribs falling off.

On May 4, 2023, I spoke to Child A & B's Mother and Child C & D's Mother about the allegation. Neither parent said they had any knowledge about the wheels on the emergency evacuation cribs.

APPLICABLE RULE	
R 400.8161	Emergency procedures.
	(2) The written procedures must include all of the following: (g) A plan for how infants and toddlers will be accommodated during each type of emergency.

ANALYSIS:	<p>The written procedures in the toddler classroom did not indicate that an emergency evacuation crib would be used for emergencies, but CCSM 3 indicated that she does use the evacuation crib when she has more than five toddlers in care. When a fire drill was practiced a couple months ago using the evacuation crib, the wheel fell off the crib during the drill.</p> <p>CCSM 5 said the evacuation cribs are not usually used in the toddler classroom, but she had knowledge that the wheels on it will come off during emergency situations.</p> <p>During my onsite inspection on April 5, 2023, Ms. Robinson and I moved the emergency evacuation crib located in the toddler classroom and the wheel came off whenever it was moved over a threshold.</p> <p>The emergency plans in the toddler classroom are not consistent with what is happening during drills and should be updated to reflect how toddlers in the room will be accommodated during each type of emergency.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: The playground has no shade for children during the summer months.

INVESTIGATION: On April 4, 2023, I spoke to the complainant by telephone about the allegation. She stated that there is no shade on the playground in the summer months. She said they had umbrellas outdoors, but they broke and were not replaced. She said there is one tree in the fenced in play area, but it did not have many leaves on it. She said the space is very open and does not have any vegetation and is “just dirt.”

On April 5, 2023, I spoke to Ms. Cuddahee, Ms. Robinson, CCSM 1, CCSM 3, CCSM 4, and CCSM 5 about the allegation. Ms. Cuddahee said the center had umbrellas that they used last summer but they got broken and they purchased new ones, but the weather has not been nice enough yet to use them this season.

Ms. Robinson stated that she typically must buy new umbrellas for the outdoor play area every spring. She said they get some natural shade from the side of the building in the morning, but in the afternoons, they need the umbrellas. She said a former child care staff member left the umbrellas up during a wind storm at the end of the summer and it destroyed the three big umbrellas they had outdoors. Ms.

Robinson recently received some new picnic tables, and she has plans to pick up more umbrellas and order a dome sunshade for the outdoor play area this season.

Ms. Robinson showed me the outdoor play area during the onsite inspection. I observed that there was some natural shade that was projected off the side of the building in the morning hours and one tree that would provide some natural shade in the summer months.

CCSM 1 said she was not sure if they have any umbrellas because she has not needed them during the winter months with the infants and she was not employed for the center last summer. Last year Child E attended the center, and she does remember dropping off and picking up Child E and they had shade and cover while playing outside. She said the play area was partially shaded and part of it was in the sun.

CCSM 3 stated that they have canopies over the tables that provide shade for the children in the summer months. She explained that they have two playground areas, and each area gets two canopies. She said the center also has two portable tent-like structures they can use anywhere outdoors that provided additional shade for the children on warm days.

CCSM 4 said the center has umbrellas that they use for shade in the outdoor play area. She said that towards the end of the season a couple child care staff members did not take the umbrellas down and a big windstorm ruined them. CCSM 4 said the side of the building provides some shade as well as a couple of the play structures. She said they also make sure the children in care are well-hydrated before they go outside and apply sunscreen, so they do not get overheated or burnt.

CCSM 5 stated that the center had three umbrellas that provided shade, but they were destroyed in a windstorm just before winter. She said there is still one umbrella that is used on the play area for the younger children. CCSM 5 said she was told that they were planning to get new ones for this season.

On April 24, 2023, I spoke to CCSM 2 and Ms. Robinson about the allegation. CCSM 2 stated that they had umbrellas for shade in the play area, but they were taken down for the winter months and haven't been put back up yet due to the weather. She said there is some natural shade from the building, and they use that during the winter months when the children are bundled up and not outside as long.

Ms. Robinson provided me with a copy of a purchase confirmation to demonstrate that on April 17, 2023, she had ordered three arched top outdoor pergolas with adjustable and retractable canopies for the outdoor play areas. She said their expected delivery date was April 24, 2023.

On May 4, 2023, I spoke to Child A & B's Mother and Child C & D's Mother about the allegation. Child A & B's Mother stated that there is some natural shade on the

playground in a playhouse and they do use umbrellas on the tables, but otherwise it is a sunny play area.

Child C & D's Mother said she is not sure what is used for shade during the summer months because her children do not attend in the summer, but she said there is one tree on the playground, and they bring out sports shades for the children when it is sunny and warm. She said her children have never experienced any problems with excessive sun exposure on the playground.

APPLICABLE RULE	
R 400.8170	Outdoor play area.
	(6) There must be a shaded area to protect children from excessive sun exposure, when necessary.
ANALYSIS:	<p>The center provides a shaded area to protect children from excessive sun exposure. There is some natural shade during parts of the day from the side of the building. There is also one tree outdoors that provides shade in the summer months. The center used umbrellas and sports shades to provide shaded areas for the children in care last summer.</p> <p>On April 17, 2023, Ms. Robinson ordered three arched top outdoor pergolas with adjustable and retractable canopies for the outdoor play areas this season.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: A bounce house is used with children from infancy through preschool.

INVESTIGATION: On April 4, 2023, I spoke to the complainant by telephone about the allegation. She stated that there is an inflatable bounce house that is used for birthday celebrations and snow days. She said it is not used frequently but will be set up in the "Romper Room" when they cannot go outdoors for inclement weather. The complainant said the bounce house has been used with infants as well as the preschool-aged children and is stored in the athletic storage area upstairs.

On April 5, 2023, I spoke to Ms. Cuddahee, Ms. Robinson, CCSM 1, CCSM 3, CCSM 4, and CCSM 5 about the allegation. Ms. Cuddahee said that a bounce house was donated to the Community Education & Recreation Center (CERC) that is stored upstairs but she denied ever seeing it used in the child care center. She

stated that the bounce house is only ever used for community events like the Halloween party or family day events.

Ms. Robinson acknowledged that the CERC has a bounce house and said it has been used with the preschool-aged children in the center for special events like birthday celebrations. She said the toddlers might have used it one time, but it is not used frequently and can only accommodate about three children at one time. She said the bounce house was donated by a parent whose child attended the center and it is used most frequently by the CERC for kindergarten round-up each spring. Ms. Robinson stated that she did not know that bounce houses could not be used by children in care at the center and they would just get rid of it.

CCSM 1 said there is a bounce house that is used by the older children in care with direct supervision for special events, but she denied ever using it with the babies. She said one time they got it out and had planned to use it with the infants, but then realized it was not what they thought it was and determined it was not appropriate for them.

CCSM 3 stated that the center does have a bounce house that is used by the preschool-aged children and school-age children, but said it is not appropriate for the infants and toddlers. She did not think it was used very frequently and said the last time she remembers it being used was last calendar year.

CCSM 4 denied that a bounce house was ever used with the school-age children in care. She said she has heard about a bounce house but has never seen it used and did not know where it was stored.

CCSM 5 acknowledged that the center had a bounce house but said it is only used for community CERC events like the Halloween party. She said if it was used by the center, it would certainly not be used by the infants because it would not be age-appropriate for them.

On April 24, 2023, I spoke to CCSM 2 about the allegation. She was aware of a bounce house in the center but said she got it out one time to use it with the infants and when she started to blow it up, she realized it was not age-appropriate for the babies and took it down and put it away.

On May 4, 2023, I spoke to Child A & B's Mother and Child C & D's Mother about the allegation. Child A & B's Mother said she has never seen or heard about a bounce house in the center. She has spent a lot of time there over the years and has never seen one used.

Child C & D's Mother said the center does have a bounce house, but she has not seen or heard about it being used since March 2020. She remembers it being used for a celebration or party in the center, but she did not remember which child it was

used for because it could have been Child D or an older sibling who no longer attends the child care center.

APPLICABLE RULE	
R 400.8173	Equipment.
	(11) Trampolines and bounce houses must not be used by children in care at the child care center.
ANALYSIS:	A bounce house has been used by the children in care at the child care center. Ms. Robinson, CCSM 1, CCSM 3, and Child C & D’s Mother all stated that a bounce house has been used for special events in the center.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Child care staff members are left with “excessive” numbers of children in care and are not within ratio requirements.

INVESTIGATION: On April 4, 2023, I spoke to the complainant by telephone about the allegation. She stated that the ratios in the “Red Room” which is a preschool-aged classroom, are the highest and fluctuate between 12-15 children each day. The complainant said Ms. Robinson told her and CCSM 5 that they would have a third child care staff member in the room when they had 16 preschool children but that never happened. I looked up the ages and capacity in the Red Room and explained that the Red Room is licensed for 22 preschool-aged children and the ratio for that age group would be one child care staff member to eight preschool children from ages 30 months to 3 years of age and then it changes to ten children once all of the children in the room are at least 3 years of age. The complainant said there were days when she could not take a lunch break because they would have been out of ratio with too many children in care and not enough child care staff members. The complainant said that sometimes she had as many as 30 children in care of mixed ages around 3:00 PM when they combined with the “Blue Room” which is licensed for 20 preschool-aged children with the children in the “Red Room.” She said that between 7:00 AM and 8:00 AM, there would only be one child care staff member to 12 children in the Red and Blue Rooms, when the majority of the children arrived. The complainant stated that there were times they needed an extra child care staff member but no one was available because of scheduling conflicts and child care staff members who were not willing to stay late to make sure they were within ratio before they left.

On April 5, 2023, I spoke to Ms. Cuddahee, Ms. Robinson, CCSM 1, CCSM 3, CCSM 4, and CCSM 5 about the allegation. Ms. Cuddahee said the Red Room has a ratio of one adult child care staff member to 8 preschool children and there are

always two child care staff members in the room with no more than 16 children in care. Ms. Cuddahee said she is the lead child care staff member in the Blue Room and she currently only has 15 children in care with one other child care staff member in the room. She said sometimes the Red Room and Blue Room will combine at the beginning or end of the day when ratios are lower, but she denied ever being left with too many children in care. She stated there are only about 30 preschool children in attendance in those two rooms on any given day when everyone is there. She acknowledged that sometimes parents are late and child care staff members have to stay past their scheduled shift and they do not always like that, but Ms. Robinson does not let them leave until they have coverage and are within the required ratios.

Ms. Robinson denied allowing the Red Room or any other rooms to be out of ratio at any time and said that the Red Room is licensed for children ages 30 months to 3 years, and they stay within a ratio of one child care staff member to 8 children in care, and only enroll 16 children in the classroom. Ms. Robinson explained that the center is only required to employ two child care staff members in the classroom, but on days when they have 16 children in care, she would usually employ a third child care staff member in the classroom to provide extra support. Ms. Robinson said Ms. Cuddahee has 12-15 preschool children enrolled in the Blue Room. On days when there is inclement weather, the Blue Room and Red Room will combine between 3:00 PM and 4:00 PM, but by that time, both rooms are down to about 8 or 9 preschool children in each room, but the room is licensed for 22 children, and they have four child care staff members. Ms. Robinson said that child care staff members can go home once they are within ratio for the classroom depending on the age of the youngest child in the room. In the mornings, Ms. Robinson said she has one child care staff member come in to work with the preschool children at 7:00 AM, two more child care staff members arrive at 7:30 AM, and a school-age child care staff member comes down to help with the preschool children after the school-age children leave for school at 7:15 AM. Ms. Robinson said she carefully monitors ratios and will also help in classrooms when necessary.

CCSM 1 stated that she works in the infant room and is too busy to know what happens in the other classrooms, but she denied ever being left with too many children in care in her room and said there are always “plenty” of people in her room.

CCSM 3 stated that Ms. Robinson schedules the child care staff members well so it is never an issue with being out of ratio and having too many children in care by herself. She said one time Ms. Robinson came in her room and worked as a child care staff member so that she could maintain ratios in the classroom.

CCSM 4 said she works in the school-age classroom, so the ratio is one child care staff member to 18 school-age children. She said she has only had 15 school-age children in care for the past few months, so she has not ever been left with too many children in care by herself. She stated that Ms. Robinson is good about making sure they have adequate staffing unless there are no other options.

CCSM 5 said she works in the Red Room and Ms. Robinson is a “stickler” about maintaining the appropriate ratios and denied ever being out of ratio and having too many children in care. CCSM 5 said the Red Room has a ratio of one child care staff member to 8 preschool children. She said there are always two child care staff members in the room if they have more than 8 children in care. She has always been offered a lunch break and it is her choice if she chooses to take the lunch break or continue working without pay for the duration of her lunch break.

On April 24, 2023, I spoke to CCSM 2 about the allegation. CCSM 2 said she has never been left alone with too many children in care. She said she works with the infants and there is always a ratio of at least one child care staff member to four babies. She was not sure what happens in other classrooms.

On April 24, 2023, I reviewed the attendance logs for the months of February and March 2023. I looked specifically at the Red Room and Blue Room in the early morning hours from 7:00 AM to 8:00 AM and from 3:00 PM to 4:30 PM, Monday through Friday. I did not find any instances when the child care center was out of ratio and had too many children in care during these time periods. The child care staff members were very good about signing out of one classroom and into another room in Bright wheel app that they use to maintain both child and child care staff member attendance.

On May 4, 2023, I spoke to Child A & B’s Mother and Child C & D’s Mother about the allegation. Child A & B’s Mother said she did not know the rules, but she has never felt that the staffing was inadequate. She stated that there are times a child care staff member may need to step away from the children to get a child’s backpack or speak with a parent privately, but she has never felt it was an issue.

Child C & D’s Mother said she has never observed any issues with staffing or felt the child care staff members had too many children in care. She has heard the morning hours when the school-age children get on the bus can be challenging, but she thought they had a system for handling it.

APPLICABLE RULE		
R 400.8182	Ratio and group size requirements.	
	(3) In each room or well-defined space, the maximum group size and ratio of child care staff members to children, including children related to a staff member or the licensee, must be as shown in Table 4:	
	Age	Child Care Staff Maximum Group Size member to Child Ratio

	<p>a) Infants and toddlers, 1 to 4 birth until 30 months of age 12</p> <p>b) Preschoolers, 30 months of age until 3 years of age 1 to 8 16</p> <p>c) Preschoolers, 3 years of age until 4 years of age 1 to 10 30</p> <p>d) Preschoolers, 4 years of age until school-age 1 to 12 36</p> <p>e) School-agers 1 to 18 36</p>
ANALYSIS:	<p>Group sizes and ratios are maintained for each classroom in the center. I spoke with Ms. Robinson, Ms. Cuddahee, CCSM 1, CCSM 2, CCSM 3, CCSM 4, and CCSM 5 and no one indicated that they are ever left with too many children in care.</p> <p>On April 24, 2023, I reviewed attendance records for the months of February and March 2023 and did not find any instances when the center was out of ratio and had too many children in care.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: There is a broken door in the preschool bathroom and children do not have any privacy.

INVESTIGATION: On April 4, 2023, I spoke to the complainant by telephone about the allegation. She stated that in December 2022 or January 2023, the handicapped stall door in the preschool bathroom broke when a child care staff member went to use the toilet, and the door was laying against the wall and has not yet been repaired. She said the school-age children use that bathroom when they go outdoors or combine classrooms and they do not have any privacy in that stall.

On April 5, 2023, I spoke to Ms. Cuddahee, Ms. Robinson, CCSM 1, CCSM 3, CCSM 4, and CCSM 5 about the allegation. Ms. Cuddahee acknowledged that the door is broken and off the hinges. She said that a work order has been submitted to

have it repaired but the maintenance department services the entire school district, so they must wait until someone is available to come out and fix it. Ms. Cuddahee said most of the time, the bathroom with the broken stall is used by the preschool children and children who are potty-training. She acknowledged that the school-age children will sometimes use that bathroom but said there are two other stalls in the bathroom that do have doors and afford privacy to the school-age children. There is also another set of bathrooms that are licensed and approved in the CERC that the school-age children can use, and all those stalls have doors for privacy.

Ms. Robinson said there are three stalls in the preschool bathroom and only one stall door is broken. She has submitted a work order to have the maintenance department fix it, but it has only been three or four weeks since it broke, and it is lower priority since they have plenty of other bathrooms that can be used. She acknowledged that the school-age children use that bathroom but said they can use the two stalls that have doors for privacy. She said their policy is to only let one school-age child use the bathroom at a time anyway, so it should never be an issue. Ms. Robinson said there are more approved bathrooms in the CERC hallway that are approved for the school-age children's use and all of them have doors on the bathroom stalls that provide privacy for the school-age children.

I asked Ms. Robinson to take me on the tour of the facility and she showed me the preschool bathroom. I observed that the bathroom door was missing from the handicapped stall. Two other toilets in the bathroom had doors for privacy. I did not observe any sharp edges or any other hazards in the handicapped stall.

CCSM 1 and CCSM 3 both said they did not know anything about a broken door in the preschool bathroom.

CCSM 4 stated that she was aware that the handicapped stall door had fallen off the hinges and they were waiting on maintenance to come fix it. CCSM 4 said she works with the school-age children, and she has told them to use one of the two stalls in the bathroom with a door for privacy. She said the handicapped stall is primarily used for young preschool children who are potty-training.

CCSM 5 said she is aware the handicapped stall in the bathroom is broken. Ms. Robinson put in a work order to have maintenance fix the door, but they have not been there to repair it yet. She said there are two other stalls in the bathroom that do have doors and provide privacy for the school-age children in care.

On April 24, 2023, I spoke to CCSM 2 about the allegation, but she said she works in the infant room and does not have any knowledge about the bathrooms in the preschool classroom.

On May 4, 2023, I spoke to Child A & B's Mother and Child C & D's Mother about the allegation. Child A & B's Mother said she is aware that one door latch was not working, or the door was not on the frame and needed to be replaced, but she did

not have any other details. She said she was not concerned because there are two other stalls in the bathroom that have doors that provide privacy for the school-age children.

Child C & D's Mother stated that she had no knowledge about the allegation.

APPLICABLE RULE	
R 400.8350	Toilets; hand washing sinks.
	(7) Toilet rooms for school-age children must provide for privacy.
ANALYSIS:	The center has sufficient toilets for school-age children that provide for privacy. There are two toilets with doors in the preschool bathroom. There are more toilets with doors that provide for privacy in the CERC that is also licensed for school-age care.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The center has had infestations of bedbugs and fleas and the parents were not notified. There is also a mouse infestation in the closets and storage areas where toys are stored.

INVESTIGATION: On April 4, 2023, I spoke to the complainant about the allegation. She stated that the mouse infestation has been going on for over a year. She said that the center put down "safe traps" which helped but did not solve the problems. The complainant said she found a nest in the Red Room closet and knows there has also been evidence of mice in the Green Room closet. The complainant said Ms. Robinson told her that they were using Griffin Pest Control Company to manage the problem. Both Ms. Cuddahee and CCSM 5 have seen mice in the center. The upstairs storage room also has mouse droppings in the conference rooms and closets. The complainant is not sure if items are being properly cleaned and sanitized before being used with the children in care.

The complainant said the fleas were an issue in November 2020 and they were brought in by another child care staff member. She is not aware of any incidents since then with fleas. The bedbugs were also brought into the center by another child care staff member in the summer of 2022. CCSM 4 found a bedbug on her and the CCSM 4 was gone for a month. The center remained open for business and the child care staff members were not allowed to tell the parents about it.

On April 5, 2023, I spoke to Ms. Cuddahee, Ms. Robinson, CCSM 1, CCSM 3, CCSM 4, and CCSM 5 about the allegation. Ms. Cuddahee acknowledged that they have had some issues with mice, but she said their facility backs up to the woods and is attached to a large community center and it is only natural that a few mice would try to get inside the facility when the weather is cooler. She said they have a contract with Griffin Pest Control, and they also set traps to catch them. She said the recommendation last year from Griffin Pest Control was to add brush guards to the bottoms of the doors, so they did that. She denied that there is an infestation and said they likely sneak in with so many entrances and exits to the building.

Ms. Cuddahee said CCSM 4 did find what she thought was a bedbug on her one-day last summer. She was immediately sent home and could not return to work until her home was cleaned and inspected. The classroom where the bedbug was found was immediately closed, treated as a precaution, and the company did not find any bedbugs. Since no bedbugs were found, Ms. Robinson did not feel it was necessary to notify the families of children in care. Ms. Cuddahee said they may have found a couple fleas on a child from home, but it has never been an issue and the center has never been treated for fleas.

Ms. Robinson denied that the center has a mouse infestation. She said every winter they have a few mice that will try to get into the center when the weather is cooler. They have a contract with Griffin Pest Control and anytime they see a mouse or evidence of one, they contact the company to treat the facility and get rid of them. They also have sticky traps that were provided by the maintenance department in the school and if a mouse is caught, they will come throw it away.

Ms. Robinson denied that the center has ever had problems with bedbugs or fleas. She said two years ago during the summer months, CCSM 4 had what she thought may have been a single bedbug on her sleeve, but she was not sure. CCSM 4 was immediately sent home as a precaution, and they had a company come in to conduct preventative cleaning and they did not find any evidence of bedbugs in the center. Ms. Robinson said the parents of the children in the affected room were notified that the room was treated, and that the company did not find any evidence of bedbugs. Ms. Robinson was not aware of any allegations about fleas, and she has worked at the center as the program director for the past 11 years.

Ms. Robinson took me on a tour of the facility and showed me the Red Room and the Green Room. I looked inside the closets and found them to be clean and tidy. Most of the items in the closets were in tubs and I did not see any evidence of mouse droppings. I asked to see the kitchen area because I was concerned that mice may be attracted to food items in the facility. I opened cabinets and drawers but did not find any evidence of mice. I did notice that the facility backs up to woods and is connected to Hastings High School through a double set of doors. To enter the center, you must come in through the CERC entrance and then enter another locked door to the center. I did not see any visible light under the doors or around the windows where mice could enter the facility. I asked Ms. Robinson for the Griffin

Pest Control log and she said she would need to get those logs for me from the main office where they are maintained for the building.

CCSM 1 said she did not have any knowledge about any bedbugs, fleas, or mice in the center. She said if there are any issues, she is sure that Ms. Robinson would address the problem to make sure it was resolved.

CCSM 3 stated that she has not seen any mice, but she knows that Griffin Pest Control comes in and checks the traps and baits they set regularly. She has seen a couple places where mice have chewed on the bait in a closet, but she goes through the closet weekly to clean it and reports any signs of mice to Ms. Robinson. CCSM 3 stated that she heard something about bedbugs or fleas "through the grapevine a long time ago" but she did not really know what happened and has never had any issues with bedbugs or fleas in her classroom.

CCSM 4 stated that she has not seen any mice or evidence of mice, but she has heard that the center has had to set some traps to catch a couple mice that got into the facility. CCSM 4 said last summer she had some issues with bedbugs in her home. She saw one on her arm while she was outside with the children in care and immediately told Ms. Robinson about it. She said the facility was treated and there was no evidence of bedbugs in the center. Some parents of children in care found out and wanted CCSM 4 terminated so she took a leave of absence until the problem was resolved at home. She did not have any knowledge about fleas in the facility.

CCSM 5 stated that some evidence of mice was seen in the Red and Green Room closets and anything that could not be cleaned and sanitized was thrown away. Griffin Pest Control came out and treated the facility and to her knowledge, there have not been any problems since then. CCSM 5 said she did not know anything about bedbugs until the facility was treated. No bedbugs were found in her classroom. It was not addressed with the families because nothing was found in the center.

On April 24, 2023, I spoke to CCSM 2 and Ms. Robinson about the allegation. CCSM 2 said she saw a mouse in the facility one time, but she has never seen any mouse droppings in the center. She said the issue was immediately addressed and taken care of. She did not have any knowledge about bedbugs or fleas in the facility.

Ms. Robinson provided me with a copy of the Griffin Pest Control Integrated Pest Management log that is maintained onsite and signed by the technicians from Griffin Pest Control. The logs indicated that they have treated the high school, CERC, and child care facility for ants, flies, bees, wasps, and mice on a regular schedule since at least February 27, 2018. On December 12, 2022, the log indicated that evidence of mice was observed at the front desk to the CERC which is located near the entrance to the child care center. On March 7, 2023, a mouse nest was found in a

classroom. The technician's log indicated that pest management actions were taken 11 times in 2022 and 3 times so far in 2023. Most of the inspections were for regular services and there was no evidence from the logs of any infestations.

On May 4, 2023, I spoke to Child A & B's Mother and Child C & D's Mother about the allegation. Child A & B's Mother denied ever seeing any evidence of a mouse infestation in the center but acknowledged that she did see a mouse once at pick-up time. The mouse ran into the center and under a cubicle. The child care staff member she spoke to said they would contact Griffin Pest Control to come take care of the problem. She did not have any knowledge about bedbugs or fleas.

Child C & D's Mother denied any knowledge about mice, bedbugs, or fleas in the center. She said it happens to everyone though and the center is located near the woods so it is logical that field mice would be looking for a warm place and trying to get into the facility.

APPLICABLE RULE	
R 400.8380	Maintenance of premises.
	(2) The premises must be maintained so as to eliminate and prevent rodent and insect harborage.
ANALYSIS:	<p>The premises are maintained to eliminate and prevent rodent and insect harborage. There is no evidence of any mouse, bedbug, or flea infestations in the facility.</p> <p>The facility uses Griffin Pest Control company for their integrated pest management. Their logs indicate they have received regular integrated pest management inspections and services since at least February 2018, and any concerns have been addressed by the company.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable written corrective action plan, I recommend no change in the current license status.

Carrie Harris

May 25, 2023

Carrie Harris
Licensing Consultant

Date

Approved By:

Yolanda Sims

May 25, 2023

Yolanda Sims
Area Manager

Date