



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL
LANSING

DR BEVERLY WALKER
GRIFFEA
ACTING DIRECTOR

REVIEWED FOR REDACTIONS

7/22/2024

Peggy Condon Watson
1001 Marsac St,
Bay City, MI, 48708

License Number: DC090021451
Special Investigation Number: SI-00125014

Dear Peggy Condon Watson,

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 400.8137(6)	Diapers and training pants must be checked frequently and changed when wet or soiled.
R 400.8140(2)	All of the following means of punishment are prohibited:

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

- I interviewed: Child care staff, program director and parents.
- I completed on-site inspections on the following dates: 4/22/2024, 5/3/2024, 5/24/2024

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

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 400.8137(6)	Diapers and training pants must be checked frequently and changed when wet or soiled.
R 400.8140(2)	All of the following means of punishment are prohibited:
R 400.8158(2)	A licensee, licensee designee, or program director shall report to the child's parent and the department, directly or via phone, fax, or email, within 24 hours of the occurrence of any of the following:
R 400.8113(3)	All program directors are responsible for the general management of the center, including the following minimum responsibilities:

You submitted an acceptable Corrective Action Plan. Additional information is included in the report below for your review.

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"/>

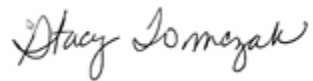
This report and any related corrective action plans must be filed in your licensing notebook. This report and any related corrective action plans will be online for parents to review under the [Statewide Search for Licensed Child Care Centers and Homes](#).

You will be sent two copies of this report. One is **not for public disclosure** and one is a **redacted report**.

- The report marked **not for public disclosure** is for your records only. This copy may contain legally protected information. It must not be placed in your licensing notebook.
- The report marked **redacted report** may have some legally protected information blacked out. If you do not have internet available for online review, **redacted report** and any related corrective action plans must be filed in your licensing notebook. The **redacted 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, Stacy Tomczak at 989-798-4738 or tomczaks@michigan.gov. In the event that Stacy Tomczak is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Stacy Tomczak".

Stacy Tomczak, Licensing Consultant

Enclosure

**MICHIGAN DEPARTMENT OF
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL
CHILD CARE LICENSING**

Report Type: Special Investigation Report

Date of Report: 7/22/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00125014	04/22/2024
Investigation Initiation Date	Report Due Date
7/3/2024	06/21/2024
License Number	Licensee Name(s)
DC090021451	Peggy Condon Watson
Facility Name	Licensee Designee(s)
Center Plaza Child Care	Peggy Condon Watson
Program Type	Central Administrator(s)
Center	
Capacity	Program Director(s) Name
149	
Facility Address	Mailing Address
2752 W Center, Essexville, MI, 48732	1001 Marsac St, Bay City, MI, 48708
Facility Phone Number	Facility Email Address
9898923581	peggycondonw@att.net
Original License Issuance Date	License Status:
//	Regular
License Effective Date:	License Expiration Date:
2/25/2024	2/24/2026

ALLEGATION(S)

	Violation Established?	
Child care staff Member 1 leaves children in dirty diapers.		No
<ul style="list-style-type: none"> • Child care staff member1 (CCSM1) screams at the children. • CCSM1 has stated she wants to shake and kill the children. • CCSM1 lets the children cry and does not comfort them. • CCSM1 has shoved a spoon in Child A's (male, 8 months) mouth and made the child gag while feeding him. 	Yes	

<ul style="list-style-type: none"> CCSM1 left Child A unattended on the changing table. 		
<ul style="list-style-type: none"> CCSM1 got angry with Child C (female, 20 months) and slapped and shook her. CCSM1 pushed Child D (male, 29 months) down with force. 	Yes	
Additional Finding:	Yes	
Additional Finding:	Yes	

METHODOLOGY

Date	Activity
7/3/2024	Special Investigation Case Created SI-00125014
4/22/2024	Special Investigation Initiated via On-site @ 2:55 p.m. On Site inspection Interviewed Program Director (PD1)
5/3/2024	Contact – Face to Face Interviewed Child care staff member 1
5/3/2024	Contact – Face to Face Interviewed Child care staff member 2 (CCSM2)
5/3/2024	Inspection Completed On-Site @ 8:45 a.m. Interviewed Program Director (PD1)
5/3/2024	Contact – Face to Face Interviewed Peggy Condon Watson, Licensee Designee (LD)
5/3/2024	Contact – Face to Face Interviewed Child care staff member 3
5/3/2024	Contact – Face to Face Interviewed Child care staff member 5 (CCSM5)
5/3/2024	Contact – Face to Face Interviewed Child care staff member 3
5/22/2024	Contact – Email Sent Email exchange with Kerri Rupe, DHHS Worker
5/23/2024	Contact – Phone Call Received Case conference Kerri Rupe, DHHS Worker, Michael Milks, DHHS Supervisor, and Rose Rafferty, manager
5/24/2024	Inspection Completed On-Site @10:30 am interviewed PD1
5/24/2024	Contact – Phone Call Made Interviewed CCSM2
5/24/2024	Contact – Face to Face

	Interviewed Child care staff member 6 (CCSM6)
5/24/2024	Contact – Face to Face Interviewed Program Director 2 (PD2)
5/24/2024	Contact – Face to Face Interviewed CCSM4
7/2/2024	Contact – Phone Call Made Interviewed Child A's Mother
7/2/2024	Contact – Email Sent Email exchange with Kerri Rupe, DHHS Worker
7/2/2024	Contact – Phone Call Made Interviewed Child B and Child C's Father
7/2/2024	Contact – Phone Call Made Interviewed Child D and Child E's Father
7/3/2024	Exit Conference Peggy Condon Watson, LD

ALLEGATION: Child care staff Member 1 leaves children in dirty diapers.

INVESTIGATION:

On 7/02/2024, I interviewed Child A's Mother, Child B and Child C's Father, and Child D and Child E's father. None of the parents are concerned that their children were not being changed often enough. Child A's Mother stated that they provide diapers for Child A while he is at the center, so she is aware that he is changed quite frequently.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8137(6)	Diapers and training pants must be checked frequently and changed when wet or soiled.
ANALYSIS:	The center is changing children's diapers frequently when wet or soiled.
CONCLUSION:	Violation Not Established

ALLEGATION:

- **Child care staff member1 (CCSM1) screams at the children.**
- **CCSM1 has stated she wants to shake and kill the children.**
- **CCSM1 lets the children cry and does not comfort them.**
- **CCSM1 has shoved a spoon in Child A's (male, 8 months) mouth and made the child gag while feeding him.**
- **CCSM1 left Child A unattended on the changing table.**

INVESTIGATION:

On 4/22/24, I made an onsite inspection to the center with Kerri Rupe, Department of Health and Human Services (DHHS) worker. The program director (PD1) was interviewed during the inspection. PD1 was working in the infant room as the lead caregiver. She has been working as the lead for a few weeks (CCSM1 is no longer the caregiver in the room. PD1 stated that she was not aware of any complaints by any parents or child care staff regarding the treatment of any children by CCSM1. CCSM1 is now working with the older children and not in the infant or toddler rooms. If she works in the infant or toddler rooms, she is not unsupervised with them.

There are two sets of twins that attend the child care center in the toddler room. Child B (male, 20 months) and Child C (female, 20 months) and Child D (male, 30 months) and Child E (female 30 months). Both sets of twins are in the toddler room. Child B and Child C just transitioned from the infant room to the toddler room not too long ago.

On 5/03/24, I made another onsite inspection with Kerri Rupe, DHHS worker. PD1 was interviewed regarding the allegations. She said that she was informed that CCSM1 could not be left alone with children. She believes CCSM1 and CCSM2 met with Peggy Watson, licensee designee (LD) and child care staff member (CCSM) 3 who acts in an assistant director capacity. She is not aware of the specifics of the meeting. PD1 stated that no one came to her with concerns regarding CCSM1. The staff may have reported concerns to CCSM3. CCSM3 is not the program director but the staff seem to go to her with any issues. PD1 was not involved in the particulars of any "investigation" that was completed. If PD1 sees something or is aware of something she will address it immediately. She is upfront and to the point when addressing any issues and sometimes staff do not like it.

We interviewed CCSM4. She has been working in the toddler room for three years now. Her assistants are CCSM2 and CCSM 5. She has some concerns regarding CCSM1. On one occasion she was changing Child A (male, 8 months). CCSM1 left Child A who is a "wiggle worm" unattended while CCSM1 went to take a toy from Child B. CCSM4 believes that Child B took a toy from Child F (female, 13 months). CCSM4 stated that CCSM1 should have never left Child A unattended at the diapering table. The children that she was attending to were not in danger in any way. She did report this incident to CCSM3. It is her understanding that CCSM3 oversees the center. CCSM4 did not inform PD1 about her concerns.

On another occasion Child C was standing at the gate crying. CCSM1 was ignoring her. CCSM4 stated that CCSM1 was not caring for another child at the time. CCSM4 went and picked up Child C after a few minutes seeing that CCSM1 was not going to go console her. CCSM1 said "I guess Child C has CCSM4 wrapped around her little finger".

CCSM4 has heard CCSM1 yell at Child B and Child C. She seems to get frustrated easily. She has not observed CCSM1 hit, threaten, or shake any children.

CCSM5 was interviewed. CCSM5 mainly works in infant and toddler rooms. CCSM5 would go between the two rooms depending on where she was needed with ratio. She would have to go into the infant room a lot because CCSM1 would not be able to handle it. CCSM1 would yell at the children and her tone of voice would not be appropriate when she talked to the children. She would yell at the children and say, “knock it off” and “get away from her”. She really had difficulty with Child B and Child C. CCSM5 observed CCSM1 caring basically for her own child, Child F.

CCSM5 stated that she observed many concerning interactions between CCSM1 and children. She has witnessed the following: CCSM1 pulling the arms of children to get them away from Child F, pull children by one arm by the elbow and pick children up and place them down hard, slapping Child C’s hand, and she grabbed Child D and “slammed him onto the floor so hard that he hit his head, and started crying”.

CCSM5 did not observe CCSM1 shake any children. She has not heard CCSM1 threaten to harm the children.

CCSM2 was interviewed. CCSM2 is a caregiver in the infant and toddler rooms. She works in whichever room she is needed. CCSM2 said that CCSM1 can’t be left alone with children. She was not directly told that CCSM1 could not be left alone with children by anyone. Whenever CCSM1 has been in the room by herself and within ratio someone is always told to go into the room with her.

CCSM2 began to see issues with CCSM1 around November. She observed CCSM1 being aggressive, stern, and rough with the infants in the room. CCSM2 observed many concerning interactions between CCSM1 and the children. The tone and volume of her voice and what she says to the children is not appropriate. CCSM1 has told children “I am not picking you up, so you get what you want”, called children “ding dongs”, and let them cry for hours and not try to console them.

CCSM2 recalled observing the following specific interactions. CCSM1 and CCSM2 were combined with the children in the afternoon one day because the numbers were low. Child D was running and CCSM1 pushed him, and Child D fell. CCSM1 looked at CCSM2 and said “sorry”.

They were getting the children in the stroller to take them outside. Child F pulled the child’s hair in front of them. CCSM1 slapped Child F’s hands.

CCSM1 was feeding Child A. Child A was not cooperating, and she observed CCSM1 shove the spoon in Child A’s mouth, and he gagged on it.

She observed CCSM1 slap Child B’s hands or push his hands away and slap Child C’s arm and there was a welt because of it. When this happened CCSM2 was very upset about it. She immediately told CCSM3 about it. CCSM3 came into the room to address the situation. She is unaware if there were any consequences to CCSM1 and did not know if Child B and Child C’s parents were informed of the situation.

CCSM2 would attempt to give CCSM1 advice regarding trying to redirect the children instead of yanking them by the arm or both hands.

CCSM2 reported all these concerns to CCSM3 as she is supposed to do. There was a meeting with CCSM1, CCSM2, CCSM3, and Peggy Condon Watson, LD. CCSM1 admitted to slapping the hand of a child but denied everything else that CCSM2 told CCSM3 had observed.

CCSM1 was interviewed. She had been working at that center full time for about three months. She was mainly in the infant room. She is now working a half a day in the infant room and half a day with the school age children. This occurred a couple of months ago. CCSM1 stated that she does get frustrated with the infants and toddlers at times. She is getting better at handling it. She would get frustrated when she would tell a child not to do something like take a toy away from another child and they would do it anyways. CCSM1 admitted that she would raise her voice a little bit. The children would know their actions were wrong and would do it anyways. (CCSM1 was referring to the children in the infant room). CCSM1 admitted that she becomes more frustrated with certain children. Child B and Child C would take toys from other children all the time and she would constantly have to redirect them. Child B and Child C are now transitioning into an older age room and that seems to be helping.

CCSM1 was asked if she ever picked up a child by their arm and took them to another area of the room. She replied, "no, not that I remember". She denied pushing any child. When asked if she smacked any child's hand she admitted to "lightly tapping" Child C's hand and told her not to do something. She admitted to slapping Child F's hands also. She was not aware she could not discipline her own child that way while at the center.

CCSM1 denied forcing any infant to eat. She will try different ways to get children to eat when they do not want to eat.

CCSM1 was asked if she ever shook a child when she was frustrated. She responded, "not that I can remember, no". She denied, saying that she wished any of the children were dead or that she did not want to care for any of the children.

When she was asked about leaving Child A unattended on the diaper changing table she admitted to doing it. CCSM1 said that she observed Child B taking a pacifier away from one of the other children and she stepped away to take care of it. She stated it was only a few seconds. CCSM1 handles a child crying by making sure they are okay. She checks to see if they have been fed and are dry. If they are okay, she will put them down for a minute to give herself a break.

CCSM1 stated that CCSM3 has discussed with her how she was being rough with the children. Peggy Condon-Watson, LD, has talked with her also about being rough with children. The solution was being taken out of the infant room and not being in the room by herself. CCSM1 stated that she does not like caring for the infants. It is not her

“forte” and she told CCSM3 and Peggy Condon Watson, LD, that during the meeting she had with them.

I asked about what the center’s discipline policy states. CCSM1 stated that the center’s discipline policy states to remove a child and put in time out but not too long. The policy does not say anything about hitting a child’s hand. She stated that she did not receive any training to be caregiver in the infant room.

CCSM3 was interviewed. CCSM3 is the licensee designee’s assistant even though there is a program director at the center. CCSM3 said that a while ago CCSM2 came to her and asked her to look at Child C’s hand that there was a red mark on her arm from CCSM1 slapping it. CCSM3 stated that there was no red mark when she went to look at it. CCSM1 denied slapping Child C’s arm.

CCSM5 came to her with concerns that CCSM1 was being rough with children. CCSM1 would let Child A cry and not console him. CCSM3 told CCSM1 it was okay to let a child cry if she was taking care of another child.

CCSM4 reported a concern that CCSM1 left Child A unattended on the diaper changing table. CCSM3 told CCSM1 never to leave a child unattended.

CCSM3 has never observed CCSM1 to be rough with or yell at the children. There is no written documentation that she is aware of regarding any of these concerns brought to her attention by the child care staff. There has been no discipline in CCSM1’s file regarding the concerns.

There was a meeting with CCSM1, CCSM2, Peggy Condon Watson, LD, and herself to discuss the allegations. CCSM3 thought that it was drama between the two child care staff members. They just don’t like each other. There was no written documentation regarding this meeting.

Peggy Condon Watson, LD, was interviewed. One day she received a telephone call from CCSM3 informing her that CCSM2 stated CCSM1 slapped Child C’s hand and it left a red mark. She had a meeting with CCSM1, CCSM2, and CCSM3. CCSM1 had a surprised look when she was asked about hitting Child C’s hand. She denied it. There is no written documentation regarding what was discussed at the meeting and there is nothing regarding discipline in CCSM1’s personnel file. Peggy Condon Watson, LD, believed it was a child care staff issue where they did not get along.

I informed Peggy Condon Watson, LD, of what CCSM1 admitted to in the interview - that she hit Child C’s hand. At this time Peggy Condon Watson said that CCSM1 denied “hitting” Child C’s hand but said that she “lightly tapped it”. Peggy Condon Watson was surprised when I told her that CCSM1 does not like working with younger children. CCSM1 stated she told Ms. Watson and CCSM3 that in her interview. Peggy Condon Watson denied that she was aware of that. Peggy Condon Watson maintained that CCSM1 said that she tapped Child B’s hand and did not hit it.

On 5/24/24, a follow up onsite inspection was completed. The PD1 stated that CCSM1 is currently still working at the center. She works with CCSM 6 in the mornings and with school age children in the afternoons. Today numbers are low, so the preschool and school age children are combined. CCSM6 and CCSM1 are working together.

I interviewed CCSM6. CCSM1 has been working with CCSM6 in the pre k room. She has not observed any concerning interactions between CCSM1 and the children since she has been working with CCSM1. She had not worked with CCSM1 prior to the past few weeks.

I interviewed CCSM4. CCSM4 stated that she does not believe that CCSM1 has been alone with the younger children at all. She does work with CCSM1 at times, and she has not observed any more concerns with CCSM1.

I interviewed program director 2 (PD2). PD2 has been assisting at this center in the afternoons to ensure everything is operating smoothly and as an extra hand since they are currently short staffed. She was not aware of CCSM1 admitting that she hit Child C's hand or that she does not like to work with young children. CCSM1 is not being left alone with young children and is working with school age children. PD2 will continue to be at the center in the afternoons indefinitely.

Peggy Condon Watson stated that she did not have enough staff and that was why CCSM1 was still working at the center. She was attempting to get child care staff from her other center to come over to assist and no one wanted to come over permanently. She is using some of the staff from the other center when coverage is needed. PD2 is coming over to the center and assisting in the afternoons.

The following contacts were made by Kerri Rupe, DHHS Worker, on 5/22/24:

Child A's Father was interviewed. Child A's Father was advised of the investigation by the program director but was not given any details. The program director informed him that they "took care" of the issues that were happening. Kerri Rupe, DHHS Worker, told Child A's Father the allegations that were being investigated. They have not had any concerns with the child care staff and really like them.

Child D and Child E's Mother was interviewed. Child D and Child E have attended the center since the fall of 2023. Child D and Child E's Mother was told that there was an investigation that was occurring but was not provided any details of what was being investigated. She was just informed that Child D and Child E may have been involved. Kerri Rupe informed her of the allegations that were being investigated. She has never observed any marks or bruises on Child D and Child E. Recently while at home Child E has been grabbing her face hard while pointing her finger in their face. Child E will yell, "no, no, you're in trouble" or "get off the table". It is specific behavior and she thought maybe she saw it on television. Within the last couple of weeks Child D and Child E's

Father has reported that Child D and Child E have been very upset when he has dropped them off at child care.

Child B and Child C's Father was interviewed. Child B and Child C have attended the child care since October 2023. Peggy Condon Watson, LD, PD1, and CCSM3 met with Child B and Child C's Father. He was told that he may get a call from an investigator because there was an allegation made regarding Child B and Child C. There are two sets of twins that attend the center, they were not sure whether it Child B and Child C. He was informed that there were child care staff members that were not getting along with one another and that may be the reason behind the allegation. A few months back he was playing with Child B and Child C, and they began slapping him. At this time, he questioned the child care; he did not remember who he spoke with, if they were hitting Child B and Child C and they denied that they were being hit. There have not been any injuries or marks that he has seen on Child B and Child C that caused concern.

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:	<p>The licensee failed to ensure appropriate care and supervision of children as CCSM1 admitted to leaving Child A unattended at the changing table and raising her voice at the infants. CCSM2, CCSM4, and CCSM5 have witnessed CCSM1 be rough with children by grabbing their arms, calling children names, and letting children cry for extended periods of time without comforting them.</p> <p>The center failed to respond appropriately when CCSM1 admitted to hitting Child C's hand and Child F's hand for discipline.</p>
CONCLUSION:	Violation Established

ALLEGATION:

- **CCSM1 got angry with Child C (female, 20 months) and slapped and shook her.**
- **CCSM1 pushed Child D (male, 29 months) down with force.**

INVESTIGATION:

The center failed to provide appropriate discipline when CCSM1 admitted to hitting Child C's hand and Child F's hand for discipline.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8140(2)	All of the following means of punishment are prohibited:
ANALYSIS:	The licensee failed to ensure prohibited discipline was not used when CCSM1 admitted to hitting Child C's hand and Child F's hand for discipline.
CONCLUSION:	Violation Established

ADDITIONAL FINDING:

INVESTIGATION:

Child B and Child C's Father stated that he was not told of the allegations of CCSM1 slapping Child C's hands until after an investigation was started and an inspection was done at the center by Kerri Rupe, DHHS Worker. At that time, he was told there were some allegations but that there was staff drama between a couple of staff members. The center did not verbally report, email, or enter any incident into their CCHIRP portal regarding the allegations of inappropriate physical discipline.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8158(2)	A licensee, licensee designee, or program director shall report to the child's parent and the department, directly or via phone, fax, or email, within 24 hours of the occurrence of any of the following:
ANALYSIS:	The licensee failed to report to the parent and the department within 24 hours of the occurrence of an incident involving an allegation of inappropriate contact that was physical discipline.
CONCLUSION:	Violation Established

ADDITIONAL FINDING:

INVESTIGATION:

CCSM2, CCSM4, and CCSM5 all stated that they are to report any concerns that they have to CCSM3 because she oversees the center.

PD1 stated that she was not informed of the allegations and from what she understood the concerns were reported to CCSM3. CCSM3 then reported the concerns to Peggy Condon Watson, LD. She was not brought in on the meeting that occurred with CCSM1 and CCSM2. She did talk with a couple of parents after I visited the center on 4/22/24 and told them that there was an investigation, and they may be contacted.

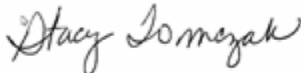

Peggy Condon Watson, LD, said that she did not understand why the child care staff are not reporting their concerns to PD1. They should be going to PD1 as she is the program director.

On 7/02/24, I interviewed Child D and E's Father. He and Child D and E's Mother met with CCSM3 and Peggy Condon Watson, LD, regarding the investigation. He believes that CCSM3 oversees the center. He originally thought PD1 was in charge because she is the one that he initially had contact with when enrolling Child D and Child E in the center. He was informed later that CCSM3 was above PD1.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8113(3)	All program directors are responsible for the general management of the center, including the following minimum responsibilities:
ANALYSIS:	CCSM3 appears to be handling staff issues according to child care staff at the center. PD1 was not involved in addressing the concerns that were brought forward regarding CCSM1 at the onset as she should have been. PD1 was not involved in the meeting with CCSM1 and CCSM2 to address the allegations.
CONCLUSION:	Violation Established

BUREAU RECOMMENDATION

Bureau Recommendation	
You have submitted an acceptable corrective action plan. I recommend no change in the status of the license.	
Approved By:	
 Stacy Tomczak 07/22/2024 Consultant Date	 Rose A Rafferty 07/22/2024 Area Manager Date