



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

August 22, 2023

Brianna Hollister
First Presbyterian Church
200 W Mansion
Marshall, MI 49068

RE: License #: DC130021903
Investigation #: 2023D0267014
Presbyterian Center For Children

Dear Brianna Hollister:

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 400.8122(5) Lead caregiver; qualifications; responsibilities.
- R 400.8125(1) Child care staff; volunteer; requirements.
- R 400.8137(10) Diapering; toileting.
- R 400.8161(3) Emergency procedures.
- R 400.8182(3) Ratio and group size requirements.

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

- I interviewed the person who made the complaint, program director, child care staff members, and parents.
- I completed an on-site inspection on the following date: 07/10/20203.

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

- R 400.8122(5) Lead caregiver; qualifications; responsibilities.**
- R 400.8137(10) Diapering; toileting.**
- R 400.8182(3) Ratio and group size requirements.**
- R 400.8182(7) Ratio and group size requirements.**
- R 400.8131(5) Professional development requirements.**

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 09/12/2023. 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.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (517) 284-9730.

Sincerely,



Julia Majka, Licensing Consultant
611 W. Ottawa
P.O Box 30837
Lansing, MI 48909

(269) 615-6039

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
CHILD CARE LICENSING BUREAU
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

| | |
|---------------------------------------|-------------------------------------|
| License #: | DC130021903 |
| Investigation #: | 2023D0267014 |
| Complaint Receipt Date: | 07/06/2023 |
| Investigation Initiation Date: | 07/10/2023 |
| Report Due Date: | 09/04/2023 |
| Licensee Name: | First Presbyterian Church |
| Licensee Address: | 200 W Mansion Marshall, MI 49068 |
| Licensee Telephone #: | Unknown |
| Administrator: | Brianna Hollister, Designee |
| Licensee Designee: | Brianna Hollister, Designee |
| Name of Facility: | Presbyterian Center For Children |
| Facility Address: | 200 W Mansion Marshall, MI 49068 |
| Facility Telephone #: | (269) 282-6276 |
| Original Issuance Date: | 08/31/1992 |
| License Status: | REGULAR |
| Effective Date: | 02/11/2022 |
| Expiration Date: | 02/10/2024 |
| Capacity: | 66 |
| Program Type: | CHILD CARE CENTER |

II. ALLEGATION(S)

| | Violation Established? |
|---|---------------------------|
| The Panda room does not have a qualified lead caregiver. | Yes |
| There have been multiple biting incidents in the Panda room resulting in bruising, and child care staff members are not addressing the issue. | No |
| Child care staff are not cooperating with potty training and one child has urinated and defecated on the floor. | Yes |
| Emergency plans are not posted. | No |
| The Panda room is often out of ratio. | Yes |
| Additional Findings | Yes |

III. METHODOLOGY

| | |
|------------|--|
| 07/06/2023 | Special Investigation Intake 2023D0267014 |
| 07/10/2023 | Special Investigation Initiated - On Site Arrived at 1:10pm; Left at 1:45pm Interviewed Program Director Brianna Hollister |
| 08/14/2023 | Contact - Telephone call made Telephone contact attempted with Child Care Staff Member (CCSM) 1 and CCSM 2 |
| 08/16/2023 | Contact - Telephone call made Telephone contact made with CCSM 1 and CCSM 2 |
| 08/17/2023 | Contact - Telephone call made Telephone contact attempted with Child A's mother. Contact made with Child C and D's mother, and Child E's mother |
| 08/17/2023 | Contact - Document Sent Email sent to Program Director Brianna Hollister requesting contact information for Child B's mother |
| 08/21/2023 | Contact - Document Received |

| | |
|------------|--|
| | Email received from child care licensing consultant Beth Goding |
| 08/21/2023 | Contact - Telephone call made Telephone contact made with Child A's mother and Child B's mother |
| 08/23/2023 | Exit Conference with Program Director Brianna Hollister |

ALLEGATION: The Panda room does not have a qualified lead caregiver.

INVESTIGATION: On July 10, 2023, I completed an unannounced onsite inspection and interviewed Program Director Brianna Hollister. She stated that care staff member (CCSM) 1 is the substitute lead caregiver in the Panda room. She does not qualify as a lead caregiver, but Brianna Hollister plans to apply for a variance to allow CCSM 1 to continue as the lead caregiver until she is qualified. She was placed in the position of substitute lead caregiver on June 12, 2023.

On August 16, 2023, I interviewed CCSM 1. She stated that she does not have any education that will qualify her as a lead caregiver. She is working on gathering any training hours that could count as credit. CCSM 1 she is not currently enrolled in any courses to get qualified.

On August 21, 2023, I made telephone contact with child care licensing consultant Beth Goding to ask if a variance request has been received for CCSM 1. She stated Brianna Hollister did request several variances for lead caregivers, however; to qualify for a variance there must be at least one qualified lead caregiver at the facility. She is unsure if they have any qualified leads at this time and would follow up with Brianna Hollister and let me know. Beth Goding forwarded me an email that day from Brianna Hollister stating that at this time they have no qualified lead caregivers. Beth Goding stated none of the lead caregivers can be approved for a variance at this time.

| APPLICABLE RULE | |
|------------------------|---|
| R 400.8122 | Lead caregiver; qualifications; responsibilities. |
| | (5) Lead caregivers shall meet 1 of the following qualifications shown in Table 3: |

| Table 3 Lead Caregiver Qualifications | | | |
|--|---|--|---------------------|
| | Education | Coursework in Early Childhood Education, Child Development, or a Child-Related Field | Hours of Experience |
| (a) | Bachelor's degree or higher in early childhood education, child development, or a child related field | | |
| (b) | Montessori credential with | | 480 hours |
| (c) | <u>Associate's</u> degree or higher in early childhood education or child development | | |
| (d) | Valid child development associate credential with | | 480 hours |
| (e) | High school diploma or GED with | 12 semester hours and | 960 hours |
| (f) | High school diploma or GED with | 12 semester hours, 18 CEUs, or a combination to equal 180 clock hours with | 1920 hours |
| (g) | High school diploma or GED with | 6 semester hours, 9 CEUs, or a combination to equal 90 clock hours with | 3840 hours |
| ANALYSIS: | The facility does not have any qualified lead caregivers. | | |
| CONCLUSION: | VIOLATION ESTABLISHED | | |

ALLEGATION: There have been multiple biting incidents in the Panda room resulting in bruising, and the child care staff are not addressing the issue.

INVESTIGATION: Brianna Hollister stated they have had some biting in the Panda room, but the child care staff are aware of the issue and are trying to catch it before it happens. She said Child A has always had a pacifier and his parents recently decided they do not want him to have it. Child A has started biting when other

children are in his space or if someone takes his toy. Brianna Hollister reported that Child B is diagnosed on the spectrum for autism, and he tends to get into Child A's space a lot. Child A does not use his words, but bites instead. Since Child A started biting, two other children have started biting. The facility has bought bite necklaces for the classroom and are redirecting when biting happens, but it happens very quickly. Child A has been sent home one time for multiple bites in one day.

CCSM 1 stated that Child A's parents requested he not have a pacifier during the day anymore, only at nap time. He started biting because he is struggling with that. CCSM 1 has started to notice when Child A is getting upset or overstimulated and she pulls him aside to calm him down. Child A's parents are aware of the issue and agreed to start giving him the pacifier again. The facility has also started using biting lanyards and they freeze them so they're cooling on the children's teeth. CCSM 1 said they are seeing the biting when it happens and reporting to both parents with an incident report.

On August 16, 2023, I made telephone contact with CCSM 2. She stated the biting in the Panda room has gotten a lot better recently. Child A was doing a lot of biting when he became overstimulated because his parents requested, he no longer have his pacifier while awake. Once the parents became aware of the issue, they agreed to let him have the pacifier again. CCSM 2 said when Child A would bite, they would have him apologize. She said they were trying to recognize when he was getting upset and would redirect him to a different area of the room or would try to distract him. CCSM 2 said they have not had a biting incident in over a week in the Panda room.

On August 17, 2023, I made telephone contact with Child C and D's mother and Child E's mother. Child C and D's mother stated that Child C is in the Panda room, and they have been notified he's been bitten a few times, but they have not seen any marks or had concerns with supervision. Child E's mother stated that Child E would come home with a bite mark sometimes, but the child care staff always caught it and let her know.

On August 21, 2023, I made telephone contact with Child A's mother and Child B's mother. Child A's mother stated she is aware of the biting issues but said Child A does not bite at home or around the neighborhood children that he plays with. She is not sure if it is a supervision issue but feels the child care staff are not usually able to tell her what lead to Child A's biting. Child A's mother said she and her husband have been trying to work with Child A at home about the biting, but it's hard to fix when they don't see it happening. She said child care staff have talked with her about trying to distract him when he seems upset. They have also allowed him to have his pacifier during the day which has improved the biting. Child B's mother stated her child was bitten badly enough to leave welts or bruises three times within two to three weeks. She said that the first two bites child care staff were aware of and notified her, but the third one she noticed after he was home, and the child care staff were unaware it happened. Child B's mother met with Brianna Hollister and

requested he be moved to a different classroom, but they would not let him move rooms, so she removed him from care.

| APPLICABLE RULE | |
|------------------------|---|
| R 400.8125 | Child care staff; volunteer; requirements. |
| | (1) All child care staff and volunteers shall provide appropriate care and supervision of children at all times. |
| ANALYSIS: | There is a biting problem occurring in the Panda room; however, the child care staff are witnessing the bites, properly notifying parents, and are working with Child A and his parents to recognize his triggers. Child B's mother did report one bite that was not reported to her, but she was the only parent to report an issue, this indicates the child care staff are providing appropriate care and supervision. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION: Child care staff are not cooperating with potty training, and one child has urinated and defecated on the floor.

INVESTIGATION: Brianna Hollister stated she has only heard complaints from Child A's mother regarding potty training. She said Child B's mother wants him taken to the bathroom every 15 minutes. That room often operates with one child care staff member and four children; therefore, they told her they would take him every 30 minutes. Brianna Hollister said she is aware of one time that Child B defecated on the floor. It was during nap time. He was taken to the bathroom before lying down. While trying to put other children to sleep, Child B took off his diaper and defecated on the floor. CCSM 2 saw it happen and quickly got the floor and Child B cleaned up.

CCSM 1 stated she has not heard any complaints from parents regarding potty training, and she was on break when Child B defecated in the classroom. Child B's mother had informed child care staff that when Child B has to go potty, he pulls his diaper off. The day that Child B urinated on the floor, she had taken him to another room during nap time because he doesn't nap very well. He was playing by the bikes while she was cleaning up and suddenly his shorts and diaper were off, and he was urinating on the floor. CCSM 1 said they often see him hide and start to take his clothes off, and run him to the bathroom, but that one time she missed it. He does not speak, but they have learned to look for his signals of tugging on his pants/shorts or undressing. CCSM 1 said they worked with Child B's mother throughout his time in care.

CCSM 2 stated they work with all the children that are ready on potty training, but admits it was difficult with Child B because he does not speak. She was the only child care staff member working when Child B defecated during nap time. CCSM 2 said Child B had been taken to the bathroom and then placed in his crib. Ten minutes later, when she was helping other children lie down for nap, she saw he had taken his clothes off and was pulling off his diaper. CCSM 2 said Child B had defecated in his diaper, and when she got to him his diaper was coming off and the contents fell on the floor. She cleaned it up immediately and another child care staff member came in to help for nap time. She is aware that another time Child B has urinated on the floor, but she does not know the details. CCSM 2 has caught Child B a few times taking his clothes and diaper off with intentions to urinate or defecate wherever he's standing, but they get him to the bathroom.

Child A's mother stated he is not potty training yet; therefore, she has not had any complaints. Child B's mother stated she spoke with child care staff about needing to take Child B to the bathroom every 30-40 minutes because he is non-verbal. She does not believe that was happening in the Panda room because he was repeatedly having accidents in his pull up, or on the floor. She feels his potty training greatly regressed while he was in care at the facility. Child C and D's mother stated they have tried potty training Child C and make great progress on the weekends, but she feels the child care staff in the Panda room are not cooperating with taking Child C to the potty regularly. She has spoken with CCSM 1 about the issue, but it does not appear to have improved. Child E's mother stated that before Child E started at the facility, he was mostly potty trained and rarely had accidents. He had been potty trained for four months. After starting in care, he started defecating in his pants almost every day, and it was only happening at the facility.

On August 23, 2023, while doing the exit conference with Brianna Hollister she stated the facilities policy is if the child has started potty training, they should be taken to the bathroom every 30 minutes. She agreed to talk with child care staff about the parent's concerns.

| APPLICABLE RULE | |
|------------------------|--|
| R 400.8137 | Diapering; toileting. |
| | (10) Toilet learning or training must be planned cooperatively between the child's regular caregivers and the child's parent so the toilet routine established is consistent between the center and the child's home. |
| ANALYSIS: | Child B's mother, Child C and D's mother, and Child E's mother reported concerns with child care staff cooperating with toilet training. |
| CONCLUSION: | VIOLATION ESTABLISHED |

ALLEGATION: Emergency plans are not posted.

INVESTIGATION: During my unannounced onsite inspection I observed the emergency postings at the entryway of the facility and in the Panda room. Brianna Hollister reported the emergency postings are in each classroom. The postings reviewed included fire, tornado, serious accident, illness, injury, and natural and manmade disasters.

| APPLICABLE RULE | |
|------------------------|--|
| R 400.8161 | Emergency procedures. |
| | (3) The plans required by subrule (1)(a) to (d) of this rule must be posted in a place visible to child care staff and parents. |
| ANALYSIS: | Emergency procedures are posted in a place visible to child care staff and parents. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION: The Panda room is often out of ratio.

INVESTIGATION: While onsite for my unannounced inspection, the ratio in the Panda room was one child care staff member and three children. Brianna Hollister said there can be up to seven children in the Panda room, but any time they have over four children there are two child care staff members. CCSM 1 said she has not seen the Panda room out of ratio. She works from 6:30am-2:30pm and CCSM 2 works from 10:00am to 6:00pm. There are child care staff members available to allow for breaks, and the maximum number of children they generally have is five children. CCSM 1 said they are enrolling more children, so they are hiring a third child care staff member for the room. CCSM 2 stated the most children they have in the Panda room is seven, but they always have two child care staff members for that. She said she has run to the bathroom when they had five children but was only gone briefly. She is not aware of other times the room is out of ratio.

Child A's mother stated her husband drops off early and there is only one child care staff member, but Child A is one of the first children. She has not had any concerns with ratio at pick-up. Child B's mother stated that in the morning she would drop off Child B and he would go into the gym with age groups mixed, but there would be around 5 child care staff members. She did have concerns when she would pick Child B up and the Panda room often had five to six children and one child care staff member. Child B is under 30 months. Child C and D's mother stated she has never had concerns in the morning, but in the evening when she picks up there are often 10-12 children in the gym with only two child care staff members. She said Child D is

under 18 months old. Child E’s mother stated a few times in the morning the children were all dropped off in the gym and it seemed like there were too many children with only two child care staff in the room, but she is unsure of the number of children.

During my exit conference Brianna Hollister said they do shift the children to different rooms towards the end of the day, but they try to pay close attention to the ages of children. If they had more than four children and only one child care staff member when the children were under 30 months in the Panda room, it was an accident. She reported starting 2-3 weeks ago she started assigning rooms specific times to use the gym because they were mixing groups together often. Brianna Hollister said she did regularly remind them they needed to pay attention to the age of the youngest child to make sure they had enough child care staff. Now that they have assigned times it should fix the ratio issues with mixed age groups. We discussed attendance logs, but the children and child care staff are signed in and out to the facility not to each room; therefore, it would be impossible to show ratios in each room.

| APPLICABLE RULE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|--|--------------------|--|--|--|-----|--|--------------------|-----|--|--------|----|-----|---|--------|----|-----|---|---------|----|-----|---|---------|----|-----|--------------|---------|----|
| R 400.8182 | Ratio and group size requirements. | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <p>(3) In each room or well-defined space, the maximum group size and ratio of caregivers to children, including children related to a child care staff member or the licensee, shall be the following:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="4" style="text-align: center;">Table 4 Child Care Staff Member to Child Ratios</th> </tr> <tr> <th></th> <th>Age</th> <th>Child Care Staff Member to Child Ratio</th> <th>Maximum Group Size</th> </tr> </thead> <tbody> <tr> <td>(a)</td> <td>Infants and toddlers, birth until 30 months of age</td> <td>1 to 4</td> <td>12</td> </tr> <tr> <td>(b)</td> <td>Preschoolers, 30 months of age until 3 years of age</td> <td>1 to 8</td> <td>16</td> </tr> <tr> <td>(c)</td> <td>Preschoolers, 3 years of age until 4 years of age</td> <td>1 to 10</td> <td>30</td> </tr> <tr> <td>(d)</td> <td>Preschoolers, 4 years of age until school-age</td> <td>1 to 12</td> <td>36</td> </tr> <tr> <td>(e)</td> <td>School-agers</td> <td>1 to 18</td> <td>36</td> </tr> </tbody> </table> | Table 4 Child Care Staff Member to Child Ratios | | | | | Age | Child Care Staff Member to Child Ratio | Maximum Group Size | (a) | Infants and toddlers, birth until 30 months of age | 1 to 4 | 12 | (b) | Preschoolers, 30 months of age until 3 years of age | 1 to 8 | 16 | (c) | Preschoolers, 3 years of age until 4 years of age | 1 to 10 | 30 | (d) | Preschoolers, 4 years of age until school-age | 1 to 12 | 36 | (e) | School-agers | 1 to 18 | 36 |
| Table 4 Child Care Staff Member to Child Ratios | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Age | Child Care Staff Member to Child Ratio | Maximum Group Size | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (a) | Infants and toddlers, birth until 30 months of age | 1 to 4 | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (b) | Preschoolers, 30 months of age until 3 years of age | 1 to 8 | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (c) | Preschoolers, 3 years of age until 4 years of age | 1 to 10 | 30 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (d) | Preschoolers, 4 years of age until school-age | 1 to 12 | 36 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (e) | School-agers | 1 to 18 | 36 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ANALYSIS: | The Panda room has exceeded the ratio of children to child care staff members occasionally when there are children under the age of 30 months and five to six children for one child care staff member. | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CONCLUSION: | VIOLATION ESTABLISHED | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| APPLICABLE RULE | |
|------------------------|--|
| R 400.8182 | Ratio and group size requirements. |
| | (7) If there are children of mixed ages in the same room or well-defined space, then the ratio and group size is determined by the age of the youngest child, unless each group of children is clearly separated and the appropriate child care staff member-to-child ratios and group sizes, if applicable, for each age group are maintained. |
| ANALYSIS: | The facility has mixed age groups in the gym and has exceeded the child care staff member to child ratio when there are children under 30 months of age present. |
| CONCLUSION: | VIOLATION ESTABLISHED |

ADDITIONAL FINDINGS:

INVESTIGATION: During the course of the investigation while verifying lead caregiver qualifications it was found that CCSM 3 has not completed the required health and safety training and has been hired for more than 90 days.

| APPLICABLE RULE | |
|------------------------|--|
| R 400.8131 | Professional development requirements. |
| | (5) Within 90 days of being hired, or the first day as an unsupervised volunteer, all child care staff members and unsupervised volunteers who work directly with children shall complete the following trainings, which may count toward annual professional development hours and are available at MiRegistry: <ul style="list-style-type: none"> (a) Administration of medication. (b) Prevention of and response to emergencies due to food and allergic reactions. (c) Building and physical premises safety. (d) Emergency preparedness and response planning. (e) Handling and storage of hazardous materials and appropriate disposal of bio-contaminants. (f) Precautions in transporting children, if applicable. (g) Child development. |

| | |
|--------------------|---|
| ANALYSIS: | One out of six lead caregivers do not have the required health and safety training within 90 days of being hired. |
| CONCLUSION: | VIOLATION ESTABLISHED |

IV. RECOMMENDATION

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

Julia Majka

9/5/2023

Julia Majka
Licensing Consultant

Date

Approved By:

Charnell Lennox

09/05/2023

Charnell Lennox
Area Manager

Date