



GRETCHEN WHITMER  
GOVERNOR

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

Michelle Richard  
ACTING DIRECTOR

7/7/2024

Training Wheels Danielle Poindexter  
Childcare Center, Inc.  
P.O. Box 371,  
East Jordan, MI, 49727

License Number: DC150406365  
Special Investigation Number: SI-00122696

Dear Danielle Poindexter,

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.

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

- I interviewed: The licensee designee, child care staff members, and parents.
- I completed on-site inspections on the following dates: 5/13/2024.

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

Rule/Law Number	Rule Description
R 400.8185(2)	The center shall implement a primary care system so that each infant and toddler has a primary caregiver.

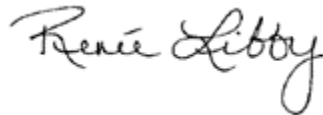
An acceptable corrective action plan was received on 6/24/2024.

<b>During this special investigation:</b>	<b>Yes</b>	<b>No</b>
A rule or law violation was found and a serious injury or death occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A rule or law violation was found and abuse and/or neglect of a child occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

Please review this report for accuracy and contact your consultant, Renee Libby at (231) 357-3087 or libbyr@michigan.gov. In the event that Renee Libby is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Renee Libby, Licensing Consultant

Enclosure

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

**Report Type:** Special Investigation Report

**Date of Report:** 7/5/2024

<b>Special Investigation Number</b>	<b>Complaint/Incident Receipt Date</b>
SI-00122696	05/07/2024
<b>Investigation Initiation Date</b>	<b>Report Due Date</b>
5/8/2024	
<b>License Number</b>	<b>Licensee Name(s)</b>
DC150406365	Training Wheels Childcare Center, Inc.
<b>Facility Name</b>	<b>Licensee Designee(s)</b>
Training Wheels Childcare Center, Inc.	Danielle Rennee Poindexter
<b>Program Type</b>	<b>Central Administrator(s)</b>
Center	
<b>Capacity</b>	<b>Program Director(s) Name</b>
45	
<b>Facility Address</b>	<b>Mailing Address</b>
951 Mill Street, East Jordan, MI, 49727	P.O. Box 371, East Jordan, MI, 49727
<b>Facility Phone Number</b>	<b>Facility Email Address</b>
2315367290	trainingwheelscc@gmail.com
<b>Original License Issuance Date</b>	<b>License Status:</b>
4/14/2021	Regular
<b>License Effective Date:</b>	<b>License Expiration Date:</b>
10/14/2023	10/13/2025

**ALLEGATION(S)**

	<b>Violation Established?</b>	
Child A has been bit multiple times since January of 2024. One of the bites broke the skin and became infected. Another presumed bite on Child A's shoulder also broke the skin.		No
Additional Finding	Yes	

## METHODOLOGY

Date	Activity
5/8/2024	Special Investigation Case Created SI-00122696
5/13/2024	Special Investigation Initiated via On-site From 12:30 pm to 2:45 pm Interviewed Licensee designee Emma McGuire, Lead caregiver (LC) 1, LC 2, Child care staff member (CCSM) 1, CCSM 2, CCSM 3, program director (PD).
5/14/2024	Contact – Phone Call Made Call to Child A's Mother. Left message.
5/14/2024	Contact – Phone Call Made Call to Child C's Mother.
5/16/2024	Contact – Phone Call Made Calls to Child A's Mother, Child E's Mother, Child D's Mother.
6/7/2024	Exit Conference Attempted. Left Message.
6/20/2024	Exit Conference With LD Emma McGuire

**ALLEGATION:** Child A has been bit multiple times since January of 2024. One of the bites broke the skin and became infected. Another presumed bite on Child A's shoulder also broke the skin.

### INVESTIGATION:

On 5/7/2024, child care licensing consultant Codie Mayhew and I discussed an email correspondence she received from Training Wheels licensee designee Emma McGuire on 4/22/2024 requesting resources and support about how to handle biting incidents that had occurred between two enrolled children.

On 4/23/2024, Codie Mayhew replied to Emma McGuire's email recommending that child care staff members stay in close proximity to the children involved in the biting behaviors. She also recommended different primary caregivers for each child, small group play where the children are separated, and the possibility of one-on-one support for the child who is biting or disenrollment if necessary. She provided a link to the child care licensing resource called "Biting – What Can I Do to Stop It?"

On 5/13/2024, I conducted an onsite investigation at the center. I discussed the allegations with licensee designee Emma McGuire. She stated that Child D (1-year-old, male) and Child A (1-year-old, male) were involved in four biting incidents since January of 2024. Last week, Child D also bit Child B (1-year-old, female) and Child C (1-year-old, male). The first bite between Child A and Child D happened when they were in the infant room. The other bites happened after both children moved up to the younger toddler room. On 4/18/2024, Child A was bit on the finger, and it broke the skin. Child A did not receive medical attention for this, or any other bite. When all of the bites

happened, there were two child care staff members (CCSMs) present in the classroom. Emma McGuire identified several child care staff members who were present when the bites happened including Lead caregiver (LC) 1, LC 2, CCSM 1, CCSM 2, CCSM 3, and CCSM 5. She indicated that she reached out to child care licensing consultant Codie Mayhew and her Great Start to Quality consultant for advice about how to handle these biting incidents. She also met with the board and the children's parents and developed plans for how to prevent bites from happening in the future. We discussed primary caregivers in the toddler classroom. Emma McGuire stated that the lead caregiver and child care staff members split the work and switch on and off for diaper changes and meal time support, but that the primary caregiving lists should be posted on the wall in the classroom.

During the onsite investigation on 5/13/2024, I conducted interviews about the allegations with LC 1, LC 2, CCSM 1, CCSM 2, CCSM 3, and the program director (PD).

LC 1 stated that Child D has bit other children five times since January, but that biting was developmentally appropriate for young toddlers. The bites typically happened randomly and without warning. On two occasions, Child A was bit when he put his fingers in Child D's mouth. The bite that broke the skin happened when LC 1 was at the changing table and CCSM 1 was present in the room. Child A put his finger in Child D's mouth, and when Child D bit down, Child A pulled instinctively his hand back. Unfortunately, it was the pulling back of the hand during the bite that caused the bite to break the skin. Three of the bites happened in one week because CCSM 1, who usually worked in the classroom for the majority of the day, was on vacation and the routines of the classroom were thrown off. LC 1 identified Child B and Child C as other children who were bit last week. Since the biting started, LC 1 has introduced a book called "Teeth are not for Biting" that she has been reading to the children. She has also tried separating Child A and Child D as much as possible and changing drop off routines for Child D to help him feel less overwhelmed. LC 1 does not have a posted list of children's primary caregiving assignments because she was told by another child care licensing consultant that they did not need to post the list. LC 1 does most of the diaper changes in the classroom. LC 1 and other staff tag team the care of the toddlers in the classroom.

CCSM 1 stated that they were not present for several of the biting incidents that occurred in the classroom. Child D has bit other children a few times. On several occasions, it was because another child put their fingers in his mouth. About two weeks ago, Child C took a toy away from Child D, so Child D lunged forward and tried to bite Child C. CCSM 1 did not see what happened when Child D bit Child A's finger because they were facing away from CCSM 1. The only thing CCSM 1 saw was that Child A's finger was near Child D's face. They try to prevent biting by sitting with children when they are playing to keep a closer eye on them. They also try to separate Child A and Child D as much as possible and read books about not using teeth for biting. They used to have a list of primary and secondary caregivers in the younger toddler room, but they no longer have it. LC 1 is considered Child D's primary caregiver, and she usually

documents incident reports for all of the children in the classroom. CCSM 1 did not have any children specifically assigned to their primary caregiving group. They usually split up diaper changes and sit with different groups of children during meals and snacks.

CCSM 2 stated that she has observed three or four biting incidents in the younger toddler classroom. Sometimes, children will stick their fingers in another child's mouth. Sometimes a child may grab another child's hand and put it in their mouth to bite them. One of the bites happened when LC 1 and CCSM 2 were out of the classroom. That day, CCSM 2 and CCSM 3 were working together. CCSM 3 was getting ready to change a diaper when Child D bit Child B's finger, breaking the skin. Child D has also bit Child A on several occasions. They try to prevent biting incidents by watching children more closely and keeping Child D and Child A separated during play time.

CCSM 3 stated that sometimes children bite when they are mad about another child taking their toy. She has only witnessed a bite happen once in the younger toddler room. She identified Child B as the child who was bit last week. It happened when CCSM 2 was changing a child's diaper and CCSM 3 was sitting on the floor with the other children. Child D bit Child B's finger and it ripped the skin. Afterwards, CCSM 3 picked Child B up and comforted her. Since the biting happened, CCSM 3 and other child care staff members have been shadowing children more closely during play time and trying to keep children separated.

LC 2 stated that she was present on one occasion back in January of this year when Child D bit Child A, but she did not see the actual bite happen. It happened when Child A had a walker toy, and Child D tried to take it from him. LC 2 did not have any concerns about excessive biting incidents, including the bite to Child B that happened last week, nor was she concerned about the level of care and supervision in the younger toddler classroom.

During the onsite inspection, I briefly spoke with the program director (PD) about the biting concerns in the younger toddler classroom. She stated that she has not observed any biting incidents in the infant or younger toddler rooms because she has been working in the preschool classroom due to being short-staffed. Licensee designee Emma McGuire has been handling the biting concerns in the young toddler room due the PD being otherwise occupied with classroom duties.

On 5/14/2024, I conducted a telephone interview with Child C's Mother. She stated that she was not too concerned about biting in the younger toddler classroom. Child C has only been bitten once, and she was notified about it right away. Child C's Mother knows that child care staff members are working to curb the issue by separating children and attending to the child who was bit while not giving a lot of attention to the one who was biting.

On 5/16/2024, I conducted a telephone interview with Child A's Mother. She stated that Child A has been bit five times since January and there may have been another time when he was bit on the shoulder. One of the bites happened in the infant room, and the

others happened in the younger toddler room. Child A's Mother asked center management and child care staff members what they were doing to keep Child A safe. At first, she did not receive adequate answers about safety planning other than that once another toddler who was a "diffuser" moved up into the room, the biting should stop. Child A's Mother did not want her child in the same room as the child who was biting him, but she was told that was not an option, and that she had other choices of places to go for child care. She felt like her concerns were not being taken seriously until after she spoke with the Vice President of the center. After that, plans were put in place for shadowing the children and separating them, and it has gotten a lot better so what they are doing seems to be working. Child A's Mother indicated that LC 1 is Child A's primary caregiver and ever since the safety plans were put in place, she has been very responsive.

On 5/16/2024, I spoke with Child E's Mother about the allegations. She stated that she does not have any concerns about biting incidents in the younger toddler classroom. She did not know if Child E (one-year-old, female) had a specific primary caregiver, but she thought that it was probably LC 1.

On 5/16/2024, I conducted a telephone interview with Child D's Mother. She stated that since January, Child D has been going through a phase of biting other children. At first, it sounded like it happened when another child put their fingers in Child D's mouth and he may have seen it as a game, but then he continued doing it. Child care staff members have been informing Child D's Mother each time a bite happens. She also attended a board meeting to discuss the problem and solutions for how to keep other children from being bit. Child care staff members are doing their best to keep the children separated and to shadow them more closely. They are also reading books about biting to the children. Child D's Mother purchased the book to read to him at home as well. Child D's Mother believes that LC 1 is doing everything she can to stop future biting incidents from happening in the classroom. She provided Child D's Mother with ideas on what they can do at home to help and has expressed her personal concern about wanting to do everything she could to curb the biting incidents. Child D's Mother has also spent time researching ways to prevent Child D from continuing his biting behaviors. One of the things Child D's Mother has done in partnership with the center it to make changes to Child D's drop off routine to help him feel less overwhelmed. LC 1 is the lead caregiver in the room, but Child D does not have a specific child care staff member assigned as a primary caregiver. Child D's Mother thought that having a primary caregiver who was specifically assigned to Child D would also help the situation. Overall, she felt that center management and child care staff members were doing a wonderful job.

**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:	Evidence does not support the allegation that child care staff members failed to provide appropriate care and supervision of children due to excessive biting incidents in the young toddler classroom. Over a four-month period, there have been five biting incidents involving Child D and other children. Child care staff members have implemented strategies to help reduce or prevent biting incidents from occurring including shadowing Child D and separating him from Child A. Licensee designee Emma McGuire met with Child D's parents and Child A's Mother to address the biting concerns. She also requested resources and support from Great Start to Quality and child care licensing in an effort to curtail biting incidents. Child A's Mother reported that biting incidents have not been a problem since classroom staff began implementing classroom support strategies.
CONCLUSION:	<b>Violation Not Established</b>

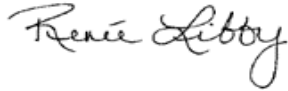

**ADDITIONAL FINDING:**

During interviews on 5/13/2024 and 5/16/2024, with LC 1, CCSM 1, licensee designee Emma McGuire, Child E's Mother, and Child D's Mother, they indicated that children in the younger toddler classroom were not assigned a specific primary caregiver.

APPLICABLE RULES	
R 400.8185(2)	The center shall implement a primary care system so that each infant and toddler has a primary caregiver.
ANALYSIS:	Licensee designee Emma McGuire and LC 1 did not implement a primary caregiving system so that each toddler had a primary caregiver. LC 1 stated that they tag team the care of toddlers in the young toddler room and that she does most of the diaper changes.
CONCLUSION:	<b>Violation Established</b>

**BUREAU RECOMMENDATION**

Bureau Recommendation
You have submitted an acceptable corrective action plan. I recommend the no change in the status of the license.

Approved By:			
			
Renee Libby Consultant	7/5/2025 Date	Candice Case-French Area Manager	7/5/2025 Date