



STATE OF MICHIGAN
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 LANSING

GRETCHEN WHITMER
 GOVERNOR

ORLENE HAWKS
 DIRECTOR

October 29, 2021

William Lo
 Hang Lo LLC
 4500 S. US 27
 St. Johns, MI 48879

RE: License #: DC190399220
 Investigation #: 2022D0452003
 Kids Zone

Dear Mr. Lo:

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:

- R400.8182(3)(a) 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 on-site inspections on the following dates:10/22/2021.

As a result of this investigation, I recommend no change to the current license status. I did not find any violations. The special investigation report is attached.

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,



Dana Desgranges, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 388-4625

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC190399220
Investigation #:	2022D0452003
Complaint Receipt Date:	10/22/2021
Investigation Initiation Date:	10/22/2021
Report Due Date:	12/21/2021
Licensee Name:	Hang Lo LLC
Licensee Address:	4500 S. US 27 St. Johns, MI 48879
Licensee Telephone #:	Unknown
Administrator:	William Lo, Designee
Licensee Designee:	William Lo, Designee
Name of Facility:	Kids Zone
Facility Address:	4500 S. US 27 St. Johns, MI 48879
Facility Telephone #:	(989) 224-3131
Original Issuance Date:	12/23/2019
License Status:	REGULAR
Effective Date:	06/23/2020
Expiration Date:	06/22/2022
Capacity:	44
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child care staff member Ms. Adrianna Mediana posted a video on social media showing all of the children and stated she was alone with seven children.	No
Additional Findings	No

III. METHODOLOGY

10/22/2021	Special Investigation Intake 2022D0452003
10/22/2021	<p>Special Investigation Initiated - On Site from approximately 12:26 p.m. to 1:37 p.m.</p> <ul style="list-style-type: none"> • Program director Michaela Burnham: interviewed • Child care staff member Sarah Holland: interviewed • Child care staff member Adrianna Mediana: interviewed <p>Contact – Documents Received Contact – Telephone Call Made</p> <ul style="list-style-type: none"> • Complainant: interviewed • Child care staff member Emily Konieczny: unable to leave a message • Child A’s Mother: interviewed • Child B’s Mother: voicemail left • Child C’s Mother: voicemail left <p>Contact – Document Sent</p> <ul style="list-style-type: none"> • Child care staff member Emily Konieczny: text message • Program director Michaela Burnham: email <p>Contact – Telephone Call Received</p> <ul style="list-style-type: none"> • Child care staff member Emily Konieczny: interviewed • Child B’s Mother: interviewed • Program director Michaela Burnham
10/22/2021	Exit Conference
10/28/2021	Inspection Completed-BCAL Full Compliance
10/29/2021	<p>Contact – Telephone Call Made</p> <ul style="list-style-type: none"> • Program director Michaela Burnham: voicemail left <p>Contact – Telephone Call Received</p> <ul style="list-style-type: none"> • Program director Michaela Burnham: interviewed

ALLEGATION: Child care staff member Ms. Adrianna Mediana posted a video on social media showing all of the children and stated she was alone with seven children.

INVESTIGATION: On 10/22/2021, I interviewed the Complainant via the telephone. The Complainant stated that she believed the video she had seen posted of Ms. Adrianna Mediana alone with seven children was taken sometime within the last week. The children appeared to all be infant or toddler age and no other adult was visible in the post.

On 10/22/2021 I completed an on-site inspection. I explained the allegation to program director Ms. Michaela Burnham. Ms. Burnham reported that she had just recently been made aware of the allegations because the center had received an email stating that child care staff member Ms. Adrianna Mediana had been alone with seven child care children. Ms. Mediana was hired on 11/30/2020 and has always worked in Room 2, the crawler and toddler room, for children between the ages of 11 months to one year. Ms. Mediana has never been left with seven children to care for on her own. There is always another caregiver present in the room when needed to maintain the required one caregiver to four children ratio. Ms. Burnham shared the attendance sheets dated 10/11/2021 through 10/15/2021 for the children and caregivers who were present in Room 2. When cross-referencing the attendance records, at no time did the record show more than six children in care at one time. During the times when more than four children were in attendance, there were two child care staff members also in attendance.

On 10/22/2021, I interviewed child care staff member Ms. Sarah Holland. She reported that she was unaware of any pictures that had been posted via social media. She works at the center as a floater, filling in as a caregiver, wherever she is needed. During the week of 10/11/2021 through 10/15/2021, she only worked with Ms. Mediana on 10/15/2021. She stated that she did not recall Ms. Mediana having been left alone with seven child care children. If a caregiver is left alone, it is only when all of the children are asleep and the other caregiver takes a break or goes to lunch. There is always another person available at the center to help in the room if needed. She further reported that she does not have any concerns with Ms. Mediana and the care she provides.

On 10/22/2021, I interviewed child care staff member Ms. Adrianna Mediana. She reported that yes she had posted a picture on Snapchat a few weeks ago. She said the picture only showed her face and that maybe there might have been children in the background. "I don't remember what I said, I was stressed." She said that she has never been left alone with seven child care children and that there is always someone else available at the center to help if needed. "Unless all the children are asleep, then someone might leave and go to the kitchen."

On 10/22/201, I interviewed child care staff member Ms. Emily Konieczny via the telephone. She reported that the only time she has witnessed Ms. Mediana alone with child care children would be during nap time and someone takes their lunch break. "If there are more than seven children we bring in another worker." She further reported that she has never been left alone at the center to care for children

and that there has always been other caregivers at the center who are available to help if needed.

On 10/22/2021, I interviewed Child A's Mother via the telephone. She reported that she had not noticed Ms. Mediana alone with child care children. She stated, "There are at least two caregivers whenever I pick up."

On 10/22/2021, I interviewed Child B's Mother. She reported that she has no concerns with the number of caregivers present. She stated, "There are always multiple caregivers...great daycare!"

On 10/22/2021, I left a voicemail message requesting a telephone call back from Child C's Mother. As of the date of this report, I have not received a returned phone call.

On 10/29/2021, program director Ms. Burnham reported that child care staff member to child care children ratios are always maintained, even during rest time. She is the main staff member who will go into the rooms to relieve child care staff members when they take a break. Technical assistance was provided to clarify that caregiver to child ratios must be maintained at all times, including when children are resting and/or sleeping. Ms. Burnham stated that she understood the requirement and that the center is always in compliance with the rule.

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: a) Infants and toddlers, birth until 30 months of age; Child Care Staff Member to Child Ratio 1:4; Maximum Group Size 12.
ANALYSIS:	Child care staff member Ms. Adrianna Mediana provided care within the required 1 caregiver to 4 children ratio for infants and toddlers while working at the Kids Zone child care center.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend this special investigation to be closed.

Dana M. Desgranges

10/29/2021

Dana Desgranges
Licensing Consultant

Date

Approved By:

Candice Case-French

10/29/2021

Candice Case-French
Area Manager

Date