



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

August 18, 2023

Jennifer Hayes  
Country Schoolhouse Inc.  
1611 10th Ave  
Menominee, MI 49858

RE: License #: DC220378273  
Investigation #: 2023D0720006  
Kingsford Country Schoolhouse

Dear Ms. Hayes:

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 400.8140	Discipline.
R 400.8155	Child accidents and incidents; child and staff illness.

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

- I interviewed the person who made the complaint, program director, licensee, licensee designee, child care staff members, parents, and observed children.
- I completed on-site inspection on the following date: 04/25/2023.

As a result of this investigation, I found the following violations:

<b>R 400.8155</b>	<b>Child accidents and incidents; child and staff illness.</b>
<b>R 400.8185</b>	<b>Primary care.</b>

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 8/21/2023. 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,



Anne O'Neill, Licensing Consultant  
 Child Care Licensing Bureau  
 611 W. Ottawa Street  
 P.O. Box 30837  
 Lansing, MI 48909  
 (906) 290-2131

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC220378273
<b>Investigation #:</b>	2023D0720006
<b>Complaint Receipt Date:</b>	04/21/2023
<b>Investigation Initiation Date:</b>	04/25/2023
<b>Report Due Date:</b>	06/20/2023
<b>Licensee Name:</b>	Country Schoolhouse Inc.
<b>Licensee Address:</b>	4988 Danforth Rd. Escanaba, MI 49829
<b>Licensee Telephone #:</b>	(906) 233-9399
<b>Administrator:</b>	Jennifer Hayes, Designee
<b>Licensee Designee:</b>	Jennifer Hayes, Designee
<b>Name of Facility:</b>	Kingsford Country Schoolhouse
<b>Facility Address:</b>	660 East Blvd. Kingsford, MI 49802
<b>Facility Telephone #:</b>	(906) 828-1971
<b>Original Issuance Date:</b>	11/23/2015
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/23/2022
<b>Expiration Date:</b>	06/22/2024
<b>Capacity:</b>	73
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATIONS

	Violation Established?
Child A (1-year-old male) has unexplained bruising.	No
Child A's Mother has not been notified appropriately about incidents.	Yes
Additional Findings	Yes

## III. METHODOLOGY

04/21/2023	Special Investigation Intake 2023D0720006
04/25/2023	Special Investigation Initiated - Telephone contact with Reporting Source 8:00 am
04/25/2023	Inspection Completed On-site on site 11:30 am-2pm Child Care Staff members: Sonya Williams, Ashley Robertson, Katherine Eichorn, Danielle Johnson, Jessica Olewinski, Taylor Narovich, Nicole Hart
04/25/2023	Contact - Face to Face Child A and Child A's Mother
04/25/2023	Inspection Completed On-site Second on site 3-4 pm (Central time)
04/25/2023	Contact -Telephone Jennifer Hayes, Licensee Designee
04/25/2023	Exit Conference, Amber Young, Program Director

**ALLEGATION: Child A (1-year-old male) has unexplained bruising. Child A's Mother has not been notified appropriately about the incidents.**

### INVESTIGATION:

On 4/23/2023, I conducted an on-site inspection and interviewed seven child care staff members, the program director and licensee. I observed children and child care staff members in each infant and toddler child care use space. I reviewed attendance records, child care staff background checks and professional development. I reviewed the discipline policy and parent notification policy. All records were in compliance with child care licensing rules.

The child care center staff were consistent in the explanations of varying methods of communication with parents. Several staff communicated directly with parents via texts or messages. Child care staff members also had social media friendships with parents and posted communication through that forum.

There had been a recent change with a previous program director leaving employment at the center. Amber Young is primarily the program director in Escanaba but is assisting as the program director during the transition.

Child A's Mother had experienced three occasions of unexplained bruising on Child A between 3/7/2023 and 4/19/2023.

Child A had bruising on his head on 3/7/2023. It looked like he had fallen. When Child A's Mother asked about the marks, the child care staff member had no explanation, other than "kids will be kids."

Child Care Staff Member 3 sent two photos to Child A's Mother on "Snapchat" of the marks on Child A's head.

Child A's Mother spoke to one of the child care staff members about the bruising and the response was, "Are you trying to say this happened here?" There was discussion about an incident report, but Child A's Mother did not receive any documentation of any of the incidents from the center.

Child A's Mother had taken Child A to the doctor's office on or about 4/19/2023. At the well child check, the physician noted that Child A had unexplained bruising around and under his arms, on his legs, and on his buttocks. Child A's Mother had photos of this bruising. The bruises were mainly small and round. The exception was the bruising around the arms that resembled fingerprints. It is unknown how this bruising occurred.

The program director has implemented a policy that documentation and messaging with parents should go through the Remind application. This policy was not enforced during the previous director's employment. The program director also agreed that there was not documentation of primary caregiving assignments. The children are assigned in the rooms based on their age and required ratio. Child care staff members are generally assigned to the same room with a few transitions occurring during meals, breaks, and end of the day scheduled.

All child care staff members provided appropriate responses to discipline for children. Child Care Staff Member 3 and Child Care Staff Member 4 recalled the bruising to Child A's head and reported that it occurred when he fell off a small slide in the classroom. Neither child care staff member completed an incident report. Child Care Staff Member 3 did send a photo of this bruising to Child A's Mother. No child care staff members recalled any other incidents in which Child A received a bruise.

Child Care Staff Member 3 and Child Care Staff Member 4 expressed frustration with lack of support for breaks and respite. Child Care Staff Member 4 stated that sometimes there is stress and she needs to call for a break. She mentioned her training in during the Shaken Baby Syndrome that references the importance of reaching out if you feel overwhelmed or overstimulated. Child Care Staff Member 3 stated that she feels frustrated that multiple child care staff members will be standing around in the hallway talking and she is by herself with four infants.

All child care staff members reported knowing that incident reports needed to be completed. There were no recently completed incident reports available for review.

On 4/25/2023, I received an email from one of the Child Care Staff Member 2.

“ I’m sorry I was nervous well talking to you today bc I've never had anything like this happening the 6 yrs I've been working here. But after i got home this afternoon i remembered last Wednesday I did have [Child A’s Mother] message me after my shift and asked if I noticed any bruises on [Child A]. I told her no I didn't notice any bruises on his arms but he wasn't in my room. He was in with [Child Care Staff Member 4] and every time I went into the room or saw him he was always happy and I never heard him cry.

I'm sorry I forgot about all that until I got home and was able to relax. If you have any other questions please feel free to call or email me back.”

The licensee and program director were helpful in providing all requested documentation and supported interviews of the child care staff members.

<b>APPLICABLE RULE</b>	
<b>R 400.8140</b>	<b>Discipline.</b>
	<b>(2) All of the following means of punishment are prohibited: (a) Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.</b>
<b>ANALYSIS:</b>	There was no evidence that Child A had been punished or that any prohibited means of punishment were utilized. The bruises that were unexplained to the parent apparently occurred during normal child activities at the child care center.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.8155</b>	<b>Child accidents and incidents; child and staff illness.</b>
	<b>(1)A center shall have a written plan for how and when a parent is notified when personnel observe any of the following: (b) A child experiences an accident, injury, or incident.</b>
<b>ANALYSIS:</b>	The child care staff members did not follow a written plan for parent notification of a child’s accident, injury, or incident. The incidents were not documented by child care staff members nor was appropriate documentation provided to Child A’s Mother.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

<b>APPLICABLE RULE</b>	
<b>R 400.8185</b>	<b>Primary care.</b>
	<b>(5) Primary caregiving assignments must be documented and provided to parents.</b>
<b>ANALYSIS:</b>	No primary caregiver documentation was available.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*Anne O'Neill* 8/18/2023

\_\_\_\_\_  
Anne O'Neill Date  
Licensing Consultant

Approved By:

*Rose A. Rafferty* 08/18/2023

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Rose A. Rafferty Date  
Area Manager