



STATE OF MICHIGAN  
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
 LANSING

GRETCHEN WHITMER  
 GOVERNOR

ORLENE HAWKS  
 DIRECTOR

June 24, 2023

Brittany Ellis  
 KinderCare Education LLC  
 40605 Eschenburg Drive  
 Clinton Township, MI 48038

RE: License #: DC230406305  
 Investigation #: 2023D0106011  
 Lansing Saginaw KinderCare

Dear Ms. Ellis:

I conducted a special investigation because the child care licensing bureau received a complaint against your facility that related to licensing rules or law. The allegations were related to the following:

- R 400.8125 Staff; volunteer; requirements.
- R 400.8155 Child accidents and incidents; child and staff illness

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

- I interviewed: licensee designee and child care staff members,
- I completed an onsite inspection on 03/02/2023.

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](#).

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,

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

Stacy Wables, Licensing Consultant  
Child Care Licensing Bureau  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(517) 899-5790

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC230406305
<b>Investigation #:</b>	2023D0106011
<b>Complaint Receipt Date:</b>	02/28/2023
<b>Investigation Initiation Date:</b>	03/03/2023
<b>Report Due Date:</b>	04/29/2023
<b>Licensee Name:</b>	KinderCare Education LLC
<b>Licensee Address:</b>	5005 Meadows Road Ste 200 Lake Oswego, OR 97035
<b>Licensee Telephone #:</b>	(800) 633-1488
<b>Administrator:</b>	Brittiany Ellis, Designee
<b>Licensee Designee:</b>	Brittany Ellis, Designee
<b>Name of Facility:</b>	Lansing Saginaw KinderCare
<b>Facility Address:</b>	6824 W. Saginaw Highway Lansing, MI 48917
<b>Facility Telephone #:</b>	(517) 580-4550
<b>Original Issuance Date:</b>	05/05/2022
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	11/05/2022
<b>Expiration Date:</b>	11/04/2024
<b>Capacity:</b>	151
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	Violation Established?
Teachers have open coffee mugs that are steaming around 1 year old children.	No
There is a child in Child A's class who bites other children 5 to 10 times per day.	No
Child A received 3 incident reports which were very vague and Child A's Mother only knew about them because a child care staff member(CCSM) took a picture and posted it to the app. When Child A's Mother picked up Child A the CCSMs were very dismissive when asked how they try to prevent the incidents.	No

## III. METHODOLOGY

02/28/2023	Special Investigation Intake 2023D0106011
03/02/2023	Special Investigation Initiated - On Site Observation and interviews with licensee designee/program director Brittany Ellis, CCSM 1 and CCSM 2 from 2:30p.m. until 4:00p.m.
05/26/2023	Contact – Telephone Call Made Calls to Child B's Mother and Child C's Mother.
05/26/2023	Exit Conference Telephone exit conference with licensee designee/program director Brittany Ellis.

**ALLEGATION:** Teachers have open coffee mugs that are steaming around 1 year old children.

**INVESTIGATION:** On 3/2/2023, I completed an unannounced on-site inspection at the child care center. I informed licensee designee/program director Brittany Ellis of the allegations. Ms. Ellis said there is a coffee pot located in the main lobby of the child care center. The coffee is located outside of the classrooms away from children. Child Care Staff Members (CCSMs) typically drink coffee while they are on their lunch breaks outside of the classroom. Ms. Ellis said most of the CCSMs drink iced coffee. If a CCSM drinks hot coffee in a classroom around children, the CCSM

is required to keep the hot coffee in a cup with a secured lid and out of reach of children. Ms. Ellis said most CCSM keep their iced coffee cups covered as well. Ms. Ellis believes all the CCSMs follow the policy for hot coffee in the classrooms. She said she has never observed any of the CCSMs walk around with open hot coffee cups in the classrooms around children.

I interviewed CCSM 1. CCSM 1 said when CCSMs drink hot coffee in the classrooms, they only use cups that are securely covered. The only time CCSM 1 has observed anyone drinking hot coffee with an open cup is in the lobby where there are no children present. CCSM 1 said she has never seen a CCSM drink an open cup of hot coffee in a classroom.

I interviewed CCSM 2. CCSM 2 said she mainly sees CCSMs drinking iced coffee in the classrooms. If a CCSM brings a hot coffee into the classroom, the coffee is in a container with a securely closed lid. CCSM 1 said she has never seen a CCSM walk around children with an open container of hot coffee.

On 5/26/2023 I placed telephone calls to Child B's Mother and Child C's Mother. I left voice messages requesting return calls.

On 5/26/2023 I completed an exit conference by telephone with license designee Brittany Ellis.

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff; volunteer; requirements.</b>
	<b>(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.</b>
<b>ANALYSIS:</b>	The child care staff members provide appropriate care and supervision at all times. The coffee pot at the center is located in the lobby where no children are present. If CCSMs drink hot coffee in a classroom, the coffee is in securely covered container. There are no identified chronic biters in Child A's classroom.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:** There is a child in Child A's class who bites other children 5 to 10 times per day.

**INVESTIGATION:** On 3/2/2023, I completed an unannounced on-site inspection at the child care center. I informed program director Brittany Ellis of the allegations. Ms. Ellis said there are no children in Child A's classroom who are identified as chronic biters. Ms. Ellis said there were two incidents where Child A was bit by two different children. The incident reports indicate both bites did not break the skin. Ms. Ellis said neither of the children who bit Child A had a history of biting other children.

I interviewed CCSM 1. CCSM 1 said She is not aware of any children from Child A's classroom who are chronic biters. CCSM 1 said due to the age of the children in the classroom, there are occasionally times when a child bites another child out of frustration. However, there are no children in the classroom right now who bite other children every day.

I interviewed CCSM 2. CCSM 2 said there are no children in Child A's classroom who are identified as chronic biters. CCSM 2 said there were two incidents where two separate children bit Child A. Neither of the children had a history of biting other children in the classroom. CCSM 2 said Child A was kept separate from both children and there were no further incidents.

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff; volunteer; requirements.</b>
	<b>(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.</b>
<b>ANALYSIS:</b>	The child care staff members provide appropriate care and supervision of children at all times. There are no children in Child A's classroom who are identified as chronic biters. Child A was bit on two separate occasions by two different children. The bites did not break skin.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:** Child A received 3 incident reports which were very vague and only Child A's Mother only knew about them because a child care staff member (CCSM) took a picture and posted it to the app. When Child A's Mother went to pick up Child A the CCSMs were very dismissive when asked how they try to prevent the incidents.

**INVESTIGATION:** On 3/2/2023 I completed an unannounced on-site inspection at the child care center. I informed program director Brittany Ellis of the allegations. Ms. Ellis said there were three incident reports regarding minor injuries on Child A in a short period of time. Ms. Ellis said the child care centers policy on reporting incidents or injuries is that major injuries that involve bruising, bleeding, swelling, etc. are an immediate call to parents. CCSMs also contact parents by telephone if children receive any major or minor injuries from the neck up. Ms. Ellis said if a child receives a minor injury such as a scrape or scratch that does not break the skin, or a small red mark, the incident report is sent to parents by a digital application the center utilizes to communicate with parents. Ms. Ellis reviewed the only three incident reports completed for Child A while she was enrolled at the center. Ms. Ellis and I reviewed the incidents involving Child A. All the reports described minor injuries that did not meet the criteria of a telephone call to parents according to the center's reporting injuries policy. Ms. Ellis provided me a description of the center's injury reporting policy. I found the written policy to be consistent with Ms. Ellis's explanation of the policy described above. Ms. Ellis said the CCSMs are trained to keep written reports "factual and to the point." Ms. Ellis said if an incident report involves another child in the classroom, the second child's name is not used in the report. Ms. Ellis said she believes all the CCSMs are receptive to providing additional information to parents who have questions about incident reports. Ms. Ellis reached out to Child A's Mother on three occasions to set up a meeting to discuss Child A's Mother's concerns. Ms. Ellis said Child A's Mother did not follow through with organizing a meeting.

I interviewed CCSM 1. CCSM 1 said if a child receives a major injury at the center, the CCSMs contact the parent by telephone right away. CCSM 1 provided examples of injuries that would result in an immediate call to parents as an injury that involves, potential broken bones, bleeding or swelling. CCSM 1 said when a child receives a minor injury that does not result in bleeding or breaking the skin, the parents are notified by sending a copy of the report to the parent by the digital application. CCSM 1 said she believes all the CCSMs are open to speaking to parents about incidents if they have any concerns. CCSM 1 said they are trained to stick with just the facts on the written reports. If an incident involves two children, they do not identify the second child to the parent who is receiving a report on their child. CCSM1 said some parents don't like that they won't name the other child. CCSM 1 said she is aware of two incidents involving CCSM 1 being bit by two other children. CCSM 1 said one child did not have a history of biting so CCSMs did not know to keep the child separated from other children. The other child who bit Child A was newly enrolled from a different center and did not have a reported history of biting. CCSM 1 said she talked to Child A's Mother regarding the incidents and assured her

they would keep Child A separated from the two other children. CCSM 1 said they were successful in keeping Child A separated from the children who bit her, and it did not happen again. CCSM 1 said she was told there was a second incident involving another child slapping Child A, but she was not present for that incident. CCSM 1 said all 3 incident reports involving Child A fall under the policy of sending the written report to a parent via the digital application for communication.

I interviewed CCSM 2. CCSM 2 said she is aware of three incident reports regarding Child A. CCSM 2 said the injuries CCSM 2 sustained to not meet the criteria of the center's reporting policy to call parents immediately. CCSM 2 said all of the injuries Child A sustained were below the neck and minor injuries. According to the reporting injury policy parents are called directly only for major injuries, or any injury, major on minor anywhere on the child's neck or above. CCSM 2 said when parents receive a picture of the incident report on the digital communication application, then can respond directly to ask more questions. Or the parent can talk directly to a CCSM when they pick up their child. CCSM 2 recalls one time when Child A's Mother asked her for more details about an incident report. CCSM 2 wasn't present during the incident Child A's Mother asked about. CCSM 2 told Child A's Mother she would talk to the CCSM who wrote the report to get more information. CCSM 1 said she spoke to the CCSM who completed the report, then followed up with Child A's Mother to provide her with more information. CCSM 2 said she believes all the CCSMs at the center are very approachable and willing to speak to parents any time they have questions or concerns.

<b>APPLICABLE RULE</b>	
<b>R 400.8155</b>	<b>Child accidents and incidents; child and staff illness</b>
	<p><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></p> <ul style="list-style-type: none"> <li><b>(a) Changes in the child's health.</b></li> <li><b>(b) A child experiences an accident, injury, or incident.</b></li> <li><b>(c) A child is too ill to remain in the group.</b></li> </ul>

<b>ANALYSIS:</b>	The three incident reports regarding Child A met the center's injury reporting policy criteria for a picture of the incident report to be sent to a parent via the digital communication application. CCSM 2 said there was one incident where Child A's parents asked her about one of the reports, but CCSM 2 was not present during the incident. CCSM 2 followed up with Child A's parent after obtaining more information from the CCSM who was present.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

#### IV. RECOMMENDATION

I recommend no change in the current status of the license.

*Stacy Wables*

06/14/2023

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Stacy Wables  
Licensing Consultant

Date

Approved By:

*Darlese McConnell*

06/24/2023

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Darlese McConnell  
Area Manager

Date