



GRETCHEN WHITMER
GOVERNOR

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

DR BEVERLY WALKER
GRIFFEA
DIRECTOR

8/2/2024

KinderCare Education LLC
5005 Meadows Road,
Lake Oswego, OR, 97035

License Number: DC230406305
Special Investigation Number: SI-00121818

Dear KinderCare Education LLC,

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.
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: program director, child care staff members, and parents.
- I completed on-site inspections on the following dates: 4/19/2024

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

Rule/Law Number	Rule Description
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.

R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.
R 400.8140(1)	Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.

You submitted an acceptable Corrective Action Plan. Additional information is included in the report below for your review.

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 this report for accuracy and contact your consultant, Tanara Abner at (734) 255-4395 or abnert1@michigan.gov. In the event that Tanara Abner is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,

Tanara Abner, Licensing Consultant

Enclosure

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

Report Type: Special Investigation Report

Date of Report: 8/2/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00121818	04/18/2024
Investigation Initiation Date	Report Due Date
4/22/2024	06/15/2024
License Number	Licensee Name(s)
DC230406305	KinderCare Education LLC
Facility Name	Licensee Designee(s)
Lansing Saginaw KinderCare	Cheryl Lynn Tanasoff Kelly Hauser
Program Type	
Center	
Capacity	
151	
Facility Address	Mailing Address
6824 W. Saginaw Highway, Lansing, MI, 48917	5005 Meadows Road, Lake Oswego, OR, 97035
Facility Phone Number	Facility Email Address
5175804550	lansingsaginaw@kindercare.com
Original License Issuance Date	License Status:
5/5/2022	Regular
License Effective Date:	License Expiration Date:
11/5/2022	11/4/2024

ALLEGATION(S)

	Violation Established?	
On 4/15/2024 Child A was left unattended and discovered by a parent in another classroom.	Yes	
On 4/17/2024, Child C was left unattended and discovered by a parent in the center's gym.		
Additional Finding	Yes	

METHODOLOGY

Date	Activity
4/22/2024	Special Investigation Case Created SI-00121818
4/19/2024	Special Investigation Initiated via On-site Unannounced on-site investigation Arrival 11:02 AM; Departure 1:45 PM Interviews with Program Director, Lead Caregiver 1, Lead Caregiver 2, Child Care Staff Member (CCSM)1, CCSM 1 and CCSM 3 and Child A's Mother
5/10/2024	Exit Conference Program Director
5/10/2024	Contact – Phone Call Made Phone call interview with Child B's Mother
5/14/2024	Contact – Phone Call Made Phone interview with Child C's Mother
6/6/2024	Contact – Phone Call Received Phone call received from Child D's Father
6/6/2024	Contact – Phone Call Made Attempted phone call to Child D's Father

ALLEGATION: On 4/15/2024, Child A was left unattended and discovered by a parent in another classroom.

INVESTIGATION:

After the initial incident report regarding Child A being left unattended was received on 4/15/2024, an additional incident report was received on 4/17/2024 regarding a Child C being left unattended. Both allegations will be addressed in this Special Investigation Report.

On 4/19/2024, I completed an unannounced on-site inspection at the center. I interviewed Program Director. Program Director explained that on 4/15/2024, she was walking through the center around 4:00 PM. When walking past the Pre-K room, Child A (age 3-year-old, female) was in another classroom with Child B's Mother. Child B's Mother told Program Director that she discovered Child A left unattended in the

classroom playing with toys. Program Director led Child A back to her classroom where she asked Lead Caregiver 2 if she completed a “name to face”, which is a way child care staff members visually confirm each child’s presence. Lead Caregiver 2 responded “yes”, a name to face was completed at 3:57 PM. Program Director showed Lead Caregiver 2 Child A who was by her side, and she explained how Child A was discovered by Child B’s Mother in the Pre-K classroom. Lead Caregiver 2 assumed Child A may have opened the classroom door.

I interviewed Lead Caregiver 2. Lead Caregiver 2 explained how it was difficult separating Child A from Lead Caregiver 1 while passing in the hallway after outside time. Lead Caregiver 1’s class along with Child A’s class were both in the hallway transitioning at the same time. Lead Caregiver 2 explained that Child Care Staff Member 1 (CCSM 1) held Child A’s hand after she was able to separate her from Lead Caregiver 1 and returned to their classroom. Lead Caregiver 2 explained how “hectic” the classroom became after returning from outside. Lead Caregiver 2 was breaking up an altercation between two children and CCSM 1 was changing diapers. The classroom became settled, and Program Director walked into the classroom with Child A. Program Director explained to Lead Caregiver 2 that Child B’s Mother found Child A in another classroom playing unattended. Lead Caregiver 2 has mentioned to Lead Caregiver 1 how Child A attempts to leave the classroom often. Lead Caregiver 2 asked Program Director to purchase a bell to alert the CCSMs when the door of the classroom is opened due to Child A attempting to leave the classroom often. Lead Caregiver 2 asked for the bell on the morning of the incident.

I interviewed CCSM 1. CCSM 1 stated that around 3:58 PM she opened the door to go inside. When they entered the building the Pre-K class was waiting in the hallway. The child care children began talking and hugging Child A. CCSM 1 said she took Child A by the hand and walked back to their classroom. She began afternoon diapers while Lead Caregiver 2 was managing the other children and breaking up numerous altercations. CCSM 1 continued changing diapers as Program Director walked into the classroom with Child A. CCSM 1 believes Child A walked out of the classroom during all the commotion in the room. CCSM 1 stated Child A attempted to run out of the classroom on two separate times earlier that day on 4/15/2024.

I interviewed Child A’s Mother. She stated that Program Director notified her that Child B’s Mother who is also a parent in her Pre-K classroom found Child A unattended in the Pre-K classroom. Child A’s Mother said this has never happened before at child care, but Child A has attempted to open their apartment door. Child A’s Mother has no concerns regarding the CCSMs, but she believes Child A was bored and was transferred to a preschool classroom. Child A was the oldest child in her classroom at the time of the incident.

On 6/10/2024, I interviewed Child B’s Mother by phone. Child B’s Mother stated that she found Child A in the Pre-K classroom with the lights off by herself during pick up time. Child A did not seem unhappy, she was busy playing with toys. During pick up time the

Pre-K room was outside. Child B's Mother had no other concerns regarding care and supervision.

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:	Lead Caregiver 2 and CCSM 1 did not provide appropriate care and supervision of Child A when Child A left the classroom and was found unsupervised in another classroom.
CONCLUSION:	Repeat Violation Established Reference: Child Care Case Complaint: 9/28/2023: Violation Established;

ALLEGATION: On 4/17/2024, Child C was left unattended and discovered by a parent in the center's gym.

INVESTIGATION:

On 4/19/2024, I interviewed Program Director. Program Director was not present during this incident. The incident occurred during early morning care before Program Director arrived for the day.

I interviewed Lead Caregiver 3. Lead Caregiver 3 stated that on 4/17/24 at 6AM, she and Child Care Staff Member 2 (CCSM 2) had three children present ages 6 and 7 along with Child C (17-month-old, female) in the center's gym. I verified this information by viewing the name-to-face record, this was provided by Program Director. Lead Caregiver 3 explained that CCSM 2 was preparing snack in the kitchen, and she will let her know when other children arrive. Around 6:25 AM two more children arrived. Lead Caregiver called CCSM 2 by phone asking if she could come back to the gym. When CCSM 2 arrived they both took their children to their respective classrooms. Lead Caregiver 3 received a phone call from CCSM 2 asking if she had Child C. Lead Caregiver 3 responded "no". Lead Caregiver 3 walked back to the gym with her class which consisted of school aged children. Lead Caregiver 3 found Child C outside the gym standing with Child D's Father. Lead Caregiver 3 returned Child C to CCSM 2.

On 5/2/2024, I interviewed CCSM 2 by phone. CCSM 2 stated that she left the gym to prepare breakfast. Upon departing the gym Lead Caregiver 3 had three children. CCSM 2 stated that Lead Caregiver 3 called her to come back to the gym because more children arrived. CCSM 2 arrived back to the gym and Lead Caregiver 3 had about seven to eight children. CCSM 2 and Lead Caregiver 3 separated and went to their classrooms with their children. CCSM 2 stated that she did not do name-to-face when she arrived at her classroom with her children from the gym. CCSM 2 realized she was missing Child C. CCSM 2 called Lead Caregiver 3 and asked if she could go check the gym for Child C. Lead Caregiver 3 found Child C and returned her back to CCSM 2.

CCSM 2 stated they do not typically join together in the gym during the early mornings but they did due to many child care staff member calling off work in the morning.

On 5/14/24 I interviewed Child C’s Mother. Child C’s Mother was notified about the incident when Child C was left unattended in the gym. She was told that more trainings will be put in place with the child care staff members. Child C’s Mother did not have any other concerns regarding care and supervision.

On 6/6/24, I interviewed Child D’s Father by phone. Child D’s Father stated that this incident was the “final straw”. Child D’s Father explained that he was dropping off Child D (1.5-year-old, male) as he discovered Child C by the gym door. After standing by the gym for about seven minutes Lead Caregiver 3 brought her children to the gym and retrieved Child C. Child D’s Father stated that he withdrew Child D from the center due to having to drop off Child D with older children in the gym and other incidents, which were not discussed during our interview.

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:	CCSM 2 did not provide appropriate care and supervision of Child C when Child C was left unattended in the gym for approximately seven minutes.
CONCLUSION:	Repeat Violation Established Reference: Child Care Case Complaint: 9/28/2023: Violation Established;

ADDITIONAL FINDING:

INVESTIGATION:



On 4/19/2024, during my unannounced on-site inspection I overheard a child care staff member yelling at a child from outside of the hallway. I walked inside of the classroom during the yelling, the child care staff member identified herself as Lead Caregiver 1 of the Pre-K classroom. When asked why she was yelling at the children. Lead Caregiver 1 said she was sick and needed to project her voice across the classroom to the children. I explained that her tone was inappropriate. I left the room to speak to Program Director. Program Director stated that she would be speak to Lead Caregiver 1 immediately.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8140(1)	Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.
ANALYSIS:	Lead Caregiver 1 did not use positive methods of discipline by yelling at the children in care.
CONCLUSION:	Violation Established

BUREAU RECOMMENDATION

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

Approved By:			
			
Tanara Abner Consultant	08/02/2024 Date	Darlese McConnell Area Manager	08/02/2024 Date