



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

ORLENE HAWKS
DIRECTOR

December 15, 2022

Terry Matlock
Terry Matlock School of Performing Arts, Inc.
9040 Creekwood Lk Tr
Grand Blanc, MI 48439

RE: License #: DC250283259
Investigation #: 2023D0026004
Matlock Grand Pointe

Dear Ms. Matlock:

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:

R400.8125(1)	Staff; volunteer; requirements
R400.8140(1)	Discipline
R400.8380(1)	Maintenance of premises

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

- I interviewed the person who made the complaint, program director, licensee, caregivers, parents with relevant information.
- I completed an onsite inspection on 11/2/2022.

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.

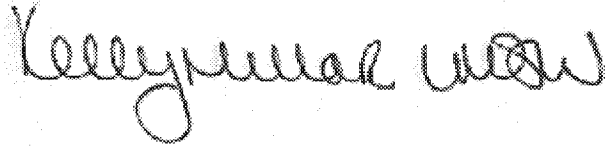
During this special investigation:	Yes	No
A rule or law violation was found, and a serious injury or death occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A rule or law violation was found and abuse and/or neglect of a child occurred.	<input type="checkbox"/>	<input checked=""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

Per MCL 722.113g, this report and any related corrective action plans must be filed in your Licensing Notebook.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Millar". The signature is written in a cursive style with a large initial "K".

K Kelly Millar, LMSW, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
989-385-6683

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC250283259
Investigation #:	2023D0026004
Complaint Receipt Date:	11/01/2022
Investigation Initiation Date:	11/01/2022
Report Due Date:	12/31/2022
Licensee Name:	Terry Matlock School of Performing Arts, Inc.
Licensee Address:	9040 Creekwood Lk Tr Grand Blanc, MI 48439
Licensee Telephone #:	(810) 655-8190
Administrator:	Terry Matlock
Licensee Designee:	Terry Matlock
Name of Facility:	Matlock Grand Pointe
Facility Address:	1350 Grand Pointe Court Grand Blanc, MI 48439
Facility Telephone #:	(810) 694-7754
Original Issuance Date:	06/20/2006
License Status:	REGULAR
Effective Date:	12/16/2020
Expiration Date:	12/15/2022
Capacity:	175
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child (unknown age or gender) was held down by caregiver in a crib, Child (unknown age, gender) was strapped down for 45 minutes in a chair.	No
Child (unknown age, gender) was not consoled after falling.	No
The center has dirty floors and children crawl on the floors.	No

III. METHODOLOGY

11/01/2022	Special Investigation Intake 2023D0026004
11/01/2022	Special Investigation Initiated - Telephone Telephone call with complaint source, interview conducted.
11/01/2022	Contact - Document Sent Email to MDHHS, set time for onsite inspection
11/02/2022	Inspection Completed On-site 9:28 AM to 11:50 AM Unannounced onsite inspection completed by Kelly Millar, and MDHHS, interviews conducted with Lindsey Clark, Kelly Morris, Some Webber, Grace Pagel, Brandy Gregory, Salena Moles, Erin Hoult, Jazmyne Boone, Terry Matlock, and Natalie Anderson.
11/09/2022	Contact - Telephone call made Attempted telephone call to Child A's mother. Voicemail left requesting a call back.
11/09/2022	Contact - Telephone call made Telephone call with Child B's mother, interview conducted.
11/09/2022	Contact - Telephone call made Attempted telephone call with Child C's mother. Voicemail left requesting a call back.
11/09/2022	Contact - Telephone call made Attempted telephone call to Child Ds mother. Voicemail left requesting a call back.
11/09/2022	Contact - Telephone call made Attempted telephone call with Child E's mother. Voicemail left requesting a call back.

11/09/2022	Contact - Telephone call made Attempted telephone call to Child F's mother. Voicemail left requesting a call back.
11/09/2022	Contact - Telephone call made Telephone call with Child G's mother, interview conducted.
11/09/2022	Contact - Telephone call received Received a voicemail from Child D's mother.
11/09/2022	Contact - Telephone call made Telephone call with Child D's mother, interview conducted.
11/09/2022	Contact - Telephone call made Telephone call with Child E's mother, interview conducted.
11/10/2022	Contact - Telephone call made Attempted telephone call with Child A's mother. Voicemail left requesting a call back.
11/30/2022	Contact - Telephone call made Attempted telephone call with Child A's mother. Voicemail left requesting a call back.
11/30/2022	Contact - Telephone call made Telephone call with Child C's mother, interview conducted.
11/30/2022	Contact - Telephone call made Telephone call with Child F's mother, interview conducted.
12/01/2022	Contact - Telephone call made Telephone call with MDHHS, conference completed.
12/01/2022	Contact - Telephone call received Received a voicemail from Child A's mother.
12/02/2022	Contact - Telephone call made Attempted telephone call to Child A's mother. Voicemail left requesting a call back.
12/02/2022	Exit Conference Exit interview with program director.

ALLEGATION: Child (unknown age, gender) was not consoled after falling.

INVESTIGATION: On 11/01/2022, I emailed MDHHS worker, Kirstyn Jackson regarding complaint.

On 11/01/2022, I called complaint source for additional information. Complaint source is not sure of the names of the children, as they were not present for very long in the facility, they gave possible names but are not sure if they are correct. They were moved around to many different rooms in the few weeks they had been there. They have not been to the facility since the beginning of September. There was a long delay in filing because they were not sure what qualified as a complaint, but it continued to bother them, so they made the call. The concerns were not necessarily big enough to call the complaint in initially, not really sure what they should have done, and the children were not being treated so badly but still bad enough to be concerned. They do not know the last names of employees either but does know the one worker was Kelly and the other was Erin. One of the children had fell, was hurt, then staff was told to let the child cry it out and not console them.

On 11/02/2022, I completed an unannounced onsite inspection with MDHHS, Ms. Jackson. We met with Lindsay Clark who is the office manager at the facility and program director, Natalie Anderson. Ms. Clark believes this to be a disgruntled employee who no longer works at the facility any longer. Kelly Morris, child care staff member 1, has been employed at the center since it opened, and was with the child care center in the building prior to them. They received this same complaint from an employee and when they got it, they talked to all the staff members, and nobody had seen anything like this happen.

On 11/02/2022, I interviewed child care staff member 2, Somer Webber, along with MDHHS Ms. Jackson. Ms. Webber has worked in child care for sixteen years, here and at a previous child care center. She is in the Tiny Tot 1 room as the assistant. If she sees any issues with co-workers, she addresses it and if it is bigger than her, she notifies management, and they address it. She has not received any complaints from staff or parents. She is not aware of a time staff has not consoled a child when they have fallen. They usually pick them up, reassure them, give their boo-boo ice depending on what happened.

On 11/02/2022, I interviewed child care staff member 3, Grace Pagel, along with MDHHS, Ms. Jackson. Ms. Pagel has been employed at the center for approximately a month. She works in the Tiny Tot 1 room as the assistant. She has not worked at any previous child care centers. She has seen Ms. Morris put children to sleep. Ms. Morris is a bit more aggressive with putting them to sleep, not necessarily in a concerning way but she does slaps harder than she would. The children do not appear to be upset by it, mostly the children are crying because they do not want to take a nap. She has not seen a crib utilized in their room. Ms. Morris has told her she is too nice in the way she puts the children to bed, and she does not scold them a lot. She has not brought any concerns to management with the way

Ms. Morris puts children to sleep. She has never been talked to by management about anything in the classroom. They have a cleaning protocol they follow in all the rooms, they clean the tables, the floors, toys, sweep, mop, and vacuum during second snack.

On 11/02/2022, I interviewed the owner Terry Matlock, along with MDHHS, Ms. Jackson. They do not have cameras in the facility. She received an email from an employee at night time to her email. She came in the next day and met with management, Ms. Hoult, Ms. Clark, Ms. Anderson, and Ms. Hammond. They talked together as a group about what the complaint said and then she went and talked with staff members who were present the next day about some of the concerns which were placed in the email. Ms. Morris and Ms. Hoult have worked for her for approximately 15 years, and they have not had any complaints against them. She had issues in classrooms where she wanted to hold and take care of only one child and not the others, and she has to be responsible for more than one child. They cannot be a one-to-one ratio, they are one to four, one to eight but not one to one. Her last day was on September 8, 2022. Neither Ms. Morris nor Ms. Hoult have any discipline in their record.

On 11/02/2022, I interviewed program director Natalie Anderson, along with MDHHS, Ms. Jackson. Ms. Anderson has worked for 18 years at one of the Terry Matlock facilities. She is currently the program director at this facility. She has no concerns with Ms. Hoult or Ms. Morris. She conducts the orientations at the center, and they cover the basic center policies. The lead teachers in the classrooms are responsible for the day-to-day training of other staff members. They have received no complaints by parents regarding either Ms. Hoult or Ms. Morris.

On 11/09/2022, I attempted to contact child A's mother via telephone. A voicemail was left requesting a call back.

On 11/09/2022, I conducted an interview with child B's mother via telephone. She has no concerns about the center, she is very surprised a complaint was made. She only has positive things to say about the center. Child B loves his caregivers, dad does the drop offs in the morning. It took him about two weeks to adapt to daycare, and now he runs away from dad to his caregivers. They have no concerns with Ms. Morris and has no worries with her child in Ms. Morris classroom.

On 11/09/2022, I attempted to contact child C's mother. A voicemail was left requesting a call back.

On 11/09/2022, I attempted to contact child D's mother. A voicemail was left requesting a call back.

On 11/09/2022, I attempted to contact child E's mother. A voicemail was left requesting a call back.

On 11/09/2022, I attempted to contact child F's mother. A voicemail was left requesting a call back.

On 11/09/2022, I conducted an interview with child G's mother. They have no real concerns about the facility. They has a small concern about diaper changes previously regarding her child peeing through the diaper at the center, and concern they were not changing him enough. The center rectified the situation, and it has not been a concern since then.

On 11/09/2022, I received a voicemail from child D's mother.

On 11/09/2022, I conducted an interview with child D's mother. She has no concerns about the facility, she is pretty shocked a complaint was filed. Any time there is an issue at the center, they call her and let her know. She has no issues, no concerns. She is familiar with Ms. Morris and has no concerns about her.

On 11/09/2022, I conducted an interview with child E's mother via telephone. She has no issues with her children at the center. She did notice one time a child was crying in a classroom, nobody was consoling the child, so she stepped in and asked him if he was okay. The child was pretty upset, she was not sure why nobody was consoling him, and this occurred about a month ago.

On 11/10/2022, I received a voicemail from child A's mother.

On 11/30/2022, I attempted to contact child A's mother. A voicemail was left requesting a call back.

On 11/30/2022, I spoke with child C's mother, she has no concerns with any staff at the facility.

On 11/30/2022, I spoke with child care staff member 8, Jade Griffith. She is a co-lead in the Toddler room. She has been employed since March of 2022. They do not let any child just sit and cry for long periods of time as it is not good for the children but also no staff member would want to hear a child crying for long periods of time. They often redirect the children having a hard time, to go sit at a table, the carpet area, to take a breather and relax. She has no concerns for any staff members at the center.

On 11/30/2022, I conducted an interview with child F's mother. She has no issues, concerns, or problems with the center. They have been with the center for over a year and half and feel they are top of the line. They call her with any issues at the center, give her reports, answer her questions. Her child has learned a lot since being at the center.

On 12/01/2022, I completed an exit conference with MDHHS.

On 12/01/2022, I received a voicemail from child A's mother.

On 12/2/2022, I attempted to contact child A's mother. A voicemail was left requesting a call back. To date contact has not been completed.

On 12/2/2022, I completed an exit interview with program director, Ms. Anderson.

APPLICABLE RULE	
R 400.8125	Staff; volunteer; requirements.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	There is no evidence child care staff are not supervising children in their care.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Child (unknown age or gender) was held down by caregiver in a crib, Child (unknown age, gender) was strapped down for 45 minutes in a chair.

INVESTIGATION: On 11/1/2022, I emailed MDHHS worker, Kirstyn Jackson regarding complaint.

On 11/1/2022, I called complaint source for additional information. Complaint source is not sure of the names of the children, as they were not present for very long in the facility, they gave possible names but are not sure if they are correct. They were moved around to many different rooms in the few weeks they had been there. They have not been to the facility since the beginning of September. There was a long delay in filing because they were not sure what qualified as a complaint, but it continued to bother them, so they made the call. The concerns were not necessarily big enough to call the complaint in initially, not really sure what they should have done, and the children were not being treated so badly but still bad enough to be concerned. They do not know the last names of employees either but does know the one worker was Kelly and the other was Erin. Kelly held a child's head down while in a crib for approximately half an hour. Kelly had asked them to do it as well, but they declined. Kelly told her when they push the children's heads down then they know it is time to sleep.

On 11/2/2022, I completed an unannounced onsite inspection with MDHHS, Ms. Jackson. We met with Lindsay Clark who is the office manager at the facility and the program director, Natalie Anderson. Ms. Clark believes this to be a disgruntled employee who no longer works at the facility any longer. Kelly Morris, child care staff member 1, has been employed at the center since it opened, and was with the child

care center in the building prior to them. They received this same complaint from an employee and when they got it, they talked to all the staff members, and nobody had seen anything like this happen. Erin Hault, child care staff member 6 is part of the management team here. They do not place children in chairs with buckles for discipline. The only time they use the buckles in the chairs is if the child cannot sit in the chair without falling. This employee was terminated she believed, she had a hard time getting along with any of the staff and wanted to change how the classrooms were ran. They moved her to different rooms trying to find a fit, but each room she had issues in it as well. The employee sent an email to Terry Matlock the owner and skipped over the line of management at the facility.

On 11/02/2022, I interviewed child care staff member 1, Kelly Morris, along with MDHHS, Ms. Jackson. Ms. Morris has worked at the facility for approximately six years for Terry Matlock and at the previous facility prior to Ms. Matlock's. She does not really recall the incident, "it happened a while ago." The way they put children to sleep is by laying them down on their bellies on the cots and then patting/rubbing their backs. If the children are under age one, they go in the crib on their back. They do have some children who are over one and they still prefer to go in the crib rather than using the cot. Ms. Morris pats them on their back until they fall asleep. Ms. Morris denies she forcibly holds any child down during nap time. Ms. Morris denies anyone at the facility has talked to her about how she puts the children down for nap time. Ms. Morris did not have any knowledge of a complaint made about her until today. Ms. Morris denies she has had any issues with co-workers and denies not being able to get along with people. Ms. Morris agreed to a safety plan of not using any type of physical force with children, to follow the safe sleep practices for infants, she signed MDHHS safety plan.

On 11/02/2022, I interviewed child care staff member 2, Somer Webber, along with MDHHS Ms. Jackson. Ms. Webber has worked in child care for sixteen years, here and at a previous child care center. She is in the Tiny Tot 1 room as the assistant. If she sees any issues with co-workers, she addresses it and if it is bigger than her, she notifies management, and they address it. Ms. Webber does not recall any incident occurring at the center. She normally takes her lunch from 10:30-11:30, and nap is at 11:00 AM. She has not been talked to by any management in regard to how children are placed down for nap or restrained in chairs or cleanliness of the center. She has never had concerns Ms. Morris being aggressive with children or forcing them to sleep. She does feel Ms. Morris is stricter with the boys but nothing to be concerned about. The children lay on cots, and they rub or pat their backs as they fall asleep. There are only two children who still use the cribs routinely. There are times when they are low on children, they combine rooms and Tiny Tot I and Tiny Tot II will be together.

On 11/02/2022, I interviewed child care staff member 4, Brandy Gregory, along with MDHHS, Ms. Jackson. Ms. Gregory has been employed at the center since April 2022. She works in the Tiny Tot 2 room as the assistant. She has not worked at any previous child care centers. She has seen Ms. Morris put children to sleep. Ms.

Morris is not mean or aggressive. They usually put the children down on cots, and then pat them on their backs. Ms. Gregory does not pat the children hard at all, she has seen Ms. Morris pat the children harder than she would but has not seen a child be upset about the patting. They do not really have anyone sleeping in cribs in their room really but if a child prefers it, they allow them to. She has not been talked to by management regarding the way children are put to sleep at the center.

On 11/02/2022, I interviewed child care staff member 5, Salena Moles, along with MDHHS, Ms. Jackson. She has worked at the center since March 2022. She has worked at other child care centers previously. She is the lead in the Tiny Tot 2 room. She has no concerns about any staff member, as she would have brought it up if she did. She has brought up issues in the past when needed. She has seen Ms. Morris put children down for naps. Ms. Morris pats the children on the back, and it is a little aggressive, but she has not seen where it hurts the children or that the children are upset by it. The children often go to sleep much easier for Ms. Morris than herself. Ms. Morris does pat them harder than she does, but it is not hurting them. The children are not really put to sleep in the cribs, only one child really sleeps in a crib still. When that child moves from room to room as census allows, they roll the crib back and forth between the rooms.

On 11/02/2022, I interviewed child care staff member 6, Erin Hoult, along with MDHHS, Ms. Jackson. Ms. Hoult is the lead in Toddlers, she has been employed with the center for 13 years. Her shift varies depending on needs of the center. She has an assistant and co-leads in the room as well. She has never buckled anyone into a seat as a method of discipline or to restrict their movement. She has used the buckle for children who are transitioning to the room and still have difficulty sitting on the seat. She denies she has buckled a child for 30-45 minutes. After the center received the complaint back in September Ms. Matlock had them stop using the buckles all together. They now bring in extra chairs for staff to sit next to the children transitioning. Ms. Matlock did speak with her regarding the complaint when it came in several weeks ago. The day that was provided to Ms. Matlock by the complaint was a day which she was not even in the room. She denies she has forcibly put any child in a buckle seat. She has no issues or concerns with Ms. Morris. She has worked with the whole time she has been here. She is not uncaring and is not unsafe for the children to be around. She has not seen Ms. Morris forcibly put a child to sleep.

On 11/02/2022, I interviewed child care staff member 7, Jazmyne Boone, along with MDHHS, Ms. Jackson. Ms. Boone has worked at the facility since July 2021 as the Lead in the Toddler 2 room. She has an assistant it can change from time to time as to who it is. They usually are together with Toddler 1 unless they separate in the afternoon but always in the AM, they are together. She has not seen any behavior by Ms. Hoult. They do use the buckle seats but not often. They usually only use it if there is a safety issue for the child as in, they cannot sit in the chair unaided. She has not seen a child placed in the buckle seat as a method of discipline. The buckle seats are used during snack time if used at all. They have stopped using them all

together now at the direction of another staff member who was directed by management to no longer use them. She has no issues or complaints at the facility. She has not heard of other staff members being aggressive with children.

On 11/02/2022, I interviewed the owner Terry Matlock, along with MDHHS, Ms. Jackson. They do not have cameras in the facility. No staff have reported seeing other staff members put children down for nap forcefully. Ms. Morris and Ms. Hoult have worked for her for approximately 15 years, and they have not had any complaints against them. The complaints they received said a staff member held a child down in the crib to go to sleep. They hardly have any children who use cribs in the Tiny Tots room. Neither Ms. Morris nor Ms. Hoult have any discipline in their record.

On 11/02/2022, I interviewed program director Natalie Anderson, along with MDHHS, Ms. Jackson. Ms. Anderson has worked for 18 years at one of the Terry Matlock facilities. She is currently the program director at this facility. She has no concerns with Ms. Hoult or Ms. Morris.

On 11/09/2022, I attempted to contact child A's mother via telephone. A voicemail was left requesting a call back.

On 11/09/2022, I conducted an interview with child B's mother via telephone. She has no concerns about the center, she is very surprised a complaint was made. She only has positive things to say about the center.

On 11/09/2022, I attempted to contact child C's mother. A voicemail was left requesting a call back.

On 11/09/2022, I attempted to contact child D's mother. A voicemail was left requesting a call back.

On 11/09/2022, I attempted to contact child E's mother. A voicemail was left requesting a call back.

On 11/09/2022, I attempted to contact child F's mother. A voicemail was left requesting a call back.

On 11/09/2022, I conducted an interview with child G's mother. They have no real concerns about the facility. The center rectified any concerns they had awhile ago and she has no current concerns.

On 11/09/2022, I received a voicemail from child D's mother.

On 11/09/2022, I conducted an interview with child D's mother. She has no concerns about the facility, she is pretty shocked a complaint was filed. Any time there is an issue at the center, they call her and let her know. She has no issues, no concerns.

On 11/09/2022, I conducted an interview with child E's mother via telephone. She has no issues with her children at the center. She has no knowledge of the children be restrained in the bucket seats.

On 11/10/2022, I received a voicemail from child A's mother.

On 11/30/2022, I attempted to contact child A's mother. A voicemail was left requesting a call back.

On 11/30/2022, I spoke with child C's mother, she has no concerns with any staff at the facility.

On 11/30/2022, I spoke with child care staff member 8, Jade Griffith. She is a co-lead in the Toddler room. She has been employed since March of 2022. She has not seen any child restrained in bucket seat for a long time. They use it when they are mainly transitioning children from rooms to get them used to it. She does not believe her son who attends the child care center has been restrained for a long period of time in the bucket seats. They never put the children in the bucket seats for discipline. She has no concerns for any staff members at the center.

On 11/30/2022, I conducted an interview with child F's mother. She has no issues, concerns, or problems with the center. They have been with the center for over a year and half and feel they are top of the line. They call her with any issues at the center, give her reports, answer her questions. Her child has learned a lot since being at the center.

On 12/01/2022, I completed an exit conference with MDHHS.

On 12/01/2022, I received a voicemail from child A's mother.

On 12/2/2022, I attempted to contact child A's mother. A voicemail was left requesting a call back. To date contact has not been completed.

On 12/2/2022, I completed an exit interview with program director, Ms. Anderson.

APPLICABLE RULE	
R 400.8140	Discipline.
	(1) Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.

ANALYSIS:	There is insufficient evidence of child care staff members holding down children to sleep in a crib or strapping them in to a chair for an extended amount of time or any time in a disciplinary manner.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The center has dirty floors and children crawl on the floors.

INVESTIGATION: On 11/1/2022, I emailed MDHHS worker, Kirstyn Jackson regarding complaint.

On 11/1/2022, I called complaint source for additional information. Complaint source is not sure of the names of the children, as they were not present for very long in the facility, they gave possible names but are not sure if they are correct. The facility is dirty, and the Tiny Tot room has lots of children crawling on the ground and there are items on the floor which would be dangerous to children. The mats are dirty, and it is not good for the children. The staff are required to do all the cleaning at the center.

On 11/2/2022, I completed an unannounced onsite inspection with MDHHS, Ms. Jackson. We met with Lindsay Clark who is the office manager at the facility and the program director, Natalie Anderson. No staff have reported seeing anything like this at the center.

On 11/02/2022, I interviewed child care staff member 1, Kelly Morris, along with MDHHS, Ms. Jackson. Ms. Morris has worked at the facility for approximately six years for Terry Matlock and at the previous facility prior to Ms. Matlock's. Ms. Morris believes the building is very clean, she has not seen anything on the flooring which would be dangerous to children who are crawling. They also utilize the four-step cleaning process in all the rooms. The rooms are cleaned throughout the day, the floater usually cleans the bathroom.

On 11/02/2022, I interviewed child care staff member 2, Somer Webber, along with MDHHS Ms. Jackson. Ms. Webber has worked in child care for sixteen years, here and at a previous child care center. They follow a cleaning process, and she does not feel like the center is unclean or any dangerous items are on the ground for children who are crawling. They clean the toys, they clean tables, usually during the children's nap times. She has not received any complaints from staff or parents.

On 11/02/2022, I interviewed child care staff member 3, Grace Pagel, along with MDHHS, Ms. Jackson. Ms. Pagel has been employed at the center for approximately a month. She works in the Tiny Tot 1 room as the assistant. They have a cleaning protocol they follow in all the rooms, they clean the tables, the floors, toys, sweep, mop, and vacuum during second snack.

On 11/02/2022, I interviewed child care staff member 4, Brandy Gregory, along with MDHHS, Ms. Jackson. Ms. Gregory has been employed at the center since April 2022. She works in the Tiny Tot 2 room as the assistant. They have a cleaning protocol they use. They clean throughout the day, and she has not seen anything which would be unsafe or dangerous to children on the flooring.

On 11/02/2022, I interviewed child care staff member 5, Salena Moles, along with MDHHS, Ms. Jackson. She has worked at the center since March 2022. She has worked at other child care centers previously. She is the lead in the Tiny Tot 2 room. She has no concerns about any staff member, as she would have brought it up if she did. She has brought up issues in the past when needed. They have a pretty good cleaning protocol, and they are always cleaning, the center is not gross or dirty. They sweep, they mop, they sanitize.

On 11/02/2022, I interviewed child care staff member 6, Erin Hoult, along with MDHHS, Ms. Jackson. Ms. Hoult is the lead in Toddlers, she has been employed with the center for 13 years. Her shift varies depending on needs of the center. She has an assistant and co-leads in the room as well. The center is clean, and they have cleaning protocols which they use throughout the day. She has not seen anything on the ground which would be dangerous to children.

On 11/02/2022, I interviewed child care staff member 7, Jazmyne Boone, along with MDHHS, Ms. Jackson. Ms. Boone has worked at the facility since July 2021 as the Lead in the Toddler 2 room. They clean their rooms throughout the day. She does not believe the center is unclean or dangerous for children crawling.

On 11/02/2022, I interviewed the owner Terry Matlock, along with MDHHS, Ms. Jackson. The center is cleaned routinely, and they feel as though their center is well taken care of.

On 11/02/2022, I interviewed program director Natalie Anderson, along with MDHHS, Ms. Jackson. Ms. Anderson has worked for 18 years at one of the Terry Matlock facilities. She is currently the program director at this facility. She has no concerns with Ms. Hoult or Ms. Morris. She conducts the orientations at the center, and they cover the basic center policies. The lead teachers in the classrooms are responsible for the day-to-day training of other staff members. They have received no complaints by parents regarding either Ms. Hoult or Ms. Morris. The center has an extensive cleaning protocol, it is done throughout the day and then the floater cleans the common spaces, and bathrooms.

On 11/09/2022, I attempted to contact child A's mother via telephone. A voicemail was left requesting a call back.

On 11/09/2022, I conducted an interview with child B's mother via telephone. She has no concerns about the center, she is very surprised a complaint was made. She

only has positive things to say about the center. They have no concerns with Ms. Morris and has no worries with her child in Ms. Morris classroom.

On 11/09/2022, I attempted to contact child C's mother. A voicemail was left requesting a call back.

On 11/09/2022, I attempted to contact child D's mother. A voicemail was left requesting a call back.

On 11/09/2022, I attempted to contact child E's mother. A voicemail was left requesting a call back.

On 11/09/2022, I attempted to contact child F's mother. A voicemail was left requesting a call back.

On 11/09/2022, I conducted an interview with child G's mother. They have no real concerns about the facility. She has no current concerns about the child care center.

On 11/09/2022, I received a voicemail from child D's mother.

On 11/09/2022, I conducted an interview with child D's mother. She has no concerns about the facility, she is pretty shocked a complaint was filed. Any time there is an issue at the center, they call her and let her know. She has no issues, no concerns.

On 11/09/2022, I conducted an interview with child E's mother via telephone. She has no issues with her children at the center. It is very clean and well taken care of.

On 11/10/2022, I received a voicemail from child A's mother.

On 11/30/2022, I attempted to contact child A's mother. A voicemail was left requesting a call back.

On 11/30/2022, I spoke with child C's mother, she has no concerns with any staff at the facility.

On 11/30/2022, I spoke with child care staff member 8, Jade Griffith. She is a co-lead in the Toddler room. She has been employed since March of 2022. She has no concerns for any staff members at the center.

On 11/30/2022, I conducted an interview with child F's mother. She has no issues, concerns, or problems with the center. They have been with the center for over a year and half and feel they are top of the line. They call her with any issues at the center, give her reports, answer her questions. Her child has learned a lot since being at the center.

On 12/01/2022, I completed an exit conference with MDHHS.

On 12/01/2022, I received a voicemail from child A's mother.

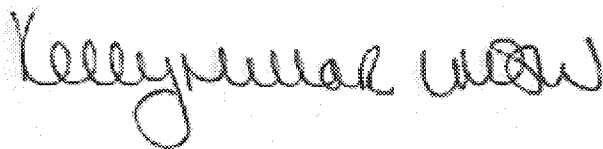
On 12/2/2022, I attempted to contact child A's mother. A voicemail was left requesting a call back. To date contact has not been completed.

On 12/2/2022, I completed an exit interview with program director, Ms. Anderson.

APPLICABLE RULE	
R 400.8380	Maintenance of premises.
	(1) The premises must be maintained in a clean and safe condition and must not pose a threat to health or safety.
ANALYSIS:	On 11/02/2022, I conducted an unannounced onsite investigation at the center and I observed the center to be exceptionally clean. There were no items on the floors which would be hazardous to children who were crawling.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change to the status of the license.



Kelly Millar, LMSW
Licensing Consultant

12/15/2022
Date

Approved By:



Crecendra Boone
Area Manager

12/15/2022
Date