



STATE OF MICHIGAN
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 LANSING

GRETCHEN WHITMER
 GOVERNOR

MARLON I. BROWN, DPA
 ACTING DIRECTOR

September 6, 2023

Amjad Ishak
 T & D of Clio, Inc.
 13159 N Saginaw
 Clio, MI 48420

RE: License #: DC250296502
 Investigation #: 2023D0125018
 Lady Di Daycare North

Dear Mr. Ishak:

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 400.8155(4) Child accidents and incidents; child and staff illness.
- R 400.8380(4) Maintenance of premises.

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

- I interviewed the person who made the complaint, program director, licensee designee, and child care staff members.
- I completed on-site inspections on the following dates: 07/10/2023.

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 black ink, appearing to read "Juli Gohl". The signature is fluid and cursive, with the first name "Juli" and last name "Gohl" clearly distinguishable.

Juli Gohl, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30837
Lansing, MI 48909
(810) 423-2832

Enclosure

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

I. IDENTIFYING INFORMATION

| | |
|---------------------------------------|--------------------------------------|
| License #: | DC250296502 |
| Investigation #: | 2023D0125018 |
| Complaint Receipt Date: | 06/30/2023 |
| Investigation Initiation Date: | 06/30/2023 |
| Report Due Date: | 08/29/2023 |
| Licensee Name: | T & D of Clio, Inc. |
| Licensee Address: | 13159 N Saginaw Clio, MI 48420 |
| Licensee Telephone #: | (810) 659-6511 |
| Administrator: | Amjad Ishak |
| Licensee Designee: | Laura Shephard |
| Name of Facility: | Lady Di Daycare North |
| Facility Address: | 13159 N Saginaw Rd Clio, MI 48420 |
| Facility Telephone #: | (810) 686-3033 |
| Original Issuance Date: | 09/03/2009 |
| License Status: | REGULAR |
| Effective Date: | 04/20/2021 |
| Expiration Date: | 04/19/2023 |
| Capacity: | 77 |
| Program Type: | CHILD CARE CENTER |

II. ALLEGATION(S)

| | Violation Established? |
|-----------------------------------------------------------------|-----------------------------------|
| There was an incident of lice that was not reported to parents. | No |
| There is a hole in the ceiling that leaks when it rains. | No |

III. METHODOLOGY

| | |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 06/30/2023 | Special Investigation Intake 2023D0125018 |
| 06/30/2023 | Special Investigation Initiated – Letter (email) Via email with the complaint source |
| 06/30/2023 | Contact - Document Sent Email to the complaint source twice |
| 06/30/2023 | Contact - Document Received Email from the complaint source twice |
| 07/10/2023 | Inspection Completed On-site 1:50 pm – 3:00 pm Interviewed licensee designee Laura Shephard, program director Nicole Belanger, and child care staff members (CCSMs) 1 and 6 |
| 07/11/2023 | Contact - Telephone call made To the center and interviewed CCSMs 2 - 5 |
| 07/11/2023 | Exit Conference Via telephone with Ms. Shephard and Ms. Belanger |
| 08/10/2023 | Contact - Telephone call made To the center |
| 08/14/2023 | Contact - Telephone call made To the center |
| 08/14/2023 | Contact – Document received Email from Ms. Shephard |

ALLEGATION: There was an incident of lice that was not reported to parents.

INVESTIGATION: On 06/30/2023, I emailed the complaint source and requested a return telephone call. I received an email response stating that previously a child had lice and child care staff members (CCSMs) were prohibited from sharing this information with parents. I emailed the complaint source for additional details and received an email response identifying Child A (female, 3 years) as the child that had lice on two separate occasions.

On 07/10/2023, I completed an unannounced onsite inspection at the center from 1:50 pm – 3:00 pm and interviewed licensee designee Laura Shephard, program director Nicole Belanger, and CCSMs 1 and 6.

Ms. Shephard and Ms. Belanger were interviewed separately, and both confirmed that Child A was sent home twice for lice. Both stated that the parents were notified the one time, however the second time it was caught upon arrival while she was still in the enclosed foyer of the center. Therefore, she did not enter the center and the parent took her home. Ms. Shephard provided me with the newsletter that notified the parents of the lice incident. They both confirmed that this is the primary form of notification of illnesses, and the parents are aware of such. Neither of them notified CCSMs to not inform parents of the lice, rather they stated do not identify Child A. They felt that possibly a CCSM misunderstood this instruction.

CCSM 1 thought that she was told not to inform parents of Child A's lice. I informed her of the notification via the newsletter and she added that she probably misunderstood their instruction. She was not aware that they did the notifications about illnesses within the center via the newsletters sent to parents.

CCSM 6 did not know who Child A was and was not aware of any lice incidents. She was aware that notifications regarding illnesses within the center are in the newsletter sent to parents.

On 07/11/2023 I called the center and interviewed CCSMs 2-5. CCSM 2 stated that she had cared for Child A and was the one that found the lice. She told either Ms. Shephard or Ms. Belanger, who called the parent. Child A was sent home. She was aware that a notification regarding such was sent out via the newsletter.

CCSM 3 was not aware of the lice incident and was not aware of how parents are notified of illnesses within the center.

CCSM 4 knew who Child A was but was not aware of any lice incidents. She was aware that notifications regarding illnesses within the center are in the newsletter sent to parents.

CCSM 5 stated that she had cared for Child A and was not aware of the lice incident. She was not aware that a notification was sent out via the newsletter.

| APPLICABLE RULE | |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| R 400.8155 | Child accidents and incidents; child and staff illness. |
| | (4) If a center becomes aware that a staff member, volunteer, or child in care has contracted a communicable disease, then the center shall notify parents and provide all of the following information: a. The name of the communicable disease the children were exposed to. |
| ANALYSIS: | The center notified parents that they had an incident of lice in the center. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION: There is a hole in the ceiling that leaks when it rains.

INVESTIGATION: On 06/30/2023, the complaint source's email to me stated that there is a hole in the ceiling of the young preschool room that was patched last summer but continues to leak when it rains. The CCSMs have to collect the water in buckets while children are in the classroom.

On 07/10/2023, Ms. Shepard and Ms. Belanger were interviewed separately, and both stated that they were only aware of one time, approximately a month ago, that the ceiling leaked in the young preschool room. At that time, it was raining hard, and they were notified so empty trash bins were provided to collect the water. They had someone out to make repairs and it has not leaked since then. No CCSMs have reported any leaks since it was repaired. Ms. Belanger took me to the room, and I observed the area that appeared to have a prior leak. It had rained recently and there was no evidence of a recent leak as it was dry. Ms. Shepard added that they will have it looked at again to confirm that it does not leak. She will provide me with the work order regarding such.

CCSM 1 stated that she was aware of the leak in the young preschool room as CCSM 4 had to place a bucket that Ms. Shephard brought her, to collect the water. She added that it has been repaired and has not leaked since. This occurred approximately one month ago.

CCSM 6 stated that she never worked in the young preschool room and was not aware of a leak.

On 07/11/2023, CCSM 2 reported that she was aware of a leak in the young preschool room about a month ago. CCSM 4 had to place a bucket that Ms. Shephard brought her, to collect the water. She added that it has been repaired and has not leaked since.

CCSM 3 was not aware of a leak in the young preschool room.

CCSM 4 was aware of the leak that occurred about a month ago, as she had to place a trash bin that Ms. Shephard brought her under the water. Maintenance was called, it was repaired, and it has not leaked since.

CCSM 5 was not aware of a leak in the young preschool room.

On 08/10/2023, I called the center and spoke with Ms. Belanger. She stated that she would instruct Ms. Shephard to send me the work order for when they had maintenance out again to check the ceiling. She confirmed that the next time that it rained that it did not leak.

On 08/14/2023, I called the center and spoke with Ms. Shephard. She stated that she will send me the work order for when they had maintenance out again to check the ceiling. She confirmed that the last time it rained, she checked, and it did not leak. Later, I received the work order via email, showing it was checked for leaks on July 18, 2023.

| APPLICABLE RULE | |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| R 400.8380 | Maintenance of premises. |
| | (4) Floors, interior walls, and ceilings must be kept in sound condition, good repair, and maintained in a clean condition. |
| ANALYSIS: | The center had the ceiling repaired as soon as they found out it was leaking. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

NOTE: The complaint source initially identified an additional concern, yet later withdrew her concern.

I recommend closure of this special investigation.



08/17/2023

Juli Gohl
Licensing Consultant

Date

Approved By:



09/06/2023

Crecendra Boone
Area Manager

Date