



GRETCHEN WHITMER
GOVERNOR

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

Michelle Richard
ACTING DIRECTOR

3/26/2024

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

License Number: DC250296502
Special Investigation Number: SI-00118400

Dear T & D of Clio, Inc.,

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
R400.8155(4)	Child accidents and incidents; child and staff illness.
R400.8155(5)	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, program director, child cares staff members and parents with relevant information.
- I completed on-site inspections on the following dates: 2/2/2024.

The following violation(s) were found:

R400.8188(11)	Infants and toddlers who fall asleep in a space that is not approved for sleeping shall be moved to approved sleep equipment appropriate for their age and size.
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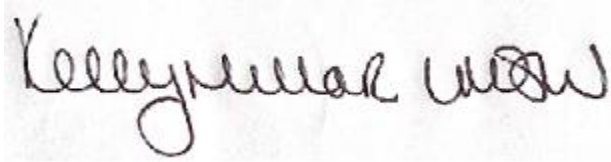
An acceptable corrective action plan has been received and approved. I recommend no change in the status of the license.

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, Kelly Millar at (989) 385-6683 or millark@michigan.gov. In the event that Kelly Millar is not available, and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Kelly Millar, LMSW Licensing Consultant

Enclosure

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

Report Type: Special Investigation Report

Date of Report: 3/13/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00118400	1/31/2024
Investigation Initiation Date	Report Due Date
2/1/2024	4/5/2024
License Number	Licensee Name(s)
DC250296502	T & D of Clio, Inc.
Facility Name	Licensee Designee(s)
Lady Di Daycare North	Amjad Nassim Ishak Laura Leigh Shephard
Program Type	Central Administrator(s)
Center	
Capacity	Program Director(s) Name
77	
Facility Address	Mailing Address
13159 N Saginaw Rd, Clio, MI, 48420	13159 N Saginaw, Clio, MI, 48420
Facility Phone Number	Facility Email Address
8106863033	ladydidaycare@gmail.com
Original License Issuance Date	License Status:
9/3/2009	Regular
License Effective Date:	License Expiration Date:
4/20/2023	4/19/2025

ALLEGATION(S)

	Violation Established?	
The center allows staff who have pink eye, covid and head lice to work with children.		No
ADDITIONAL FINDINGS	Yes	

METHODOLOGY

Date	Activity
2/1/2024	Special Investigation Case Created SI-00118400
2/2/2024	Special Investigation Initiated via On-site 10:33-11:57AM Unannounced onsite inspection at Lady Di Daycare North, I interviewed program director, licensee

	designee, CCSM 1, CCSM 2, CCSM 3 and CCSM 4.
2/2/2024	Contact – Face to Face 12:26-12:35PM I completed an onsite inspection at Lady Di Daycare North to view the food pantry.
2/13/2024	Contact – Document Received I received an email from program director 1, advising staff have completed the safe sleep course.
2/16/2024	Contact – Phone Call Made Telephone call with CCSM 5, interview conducted.
2/16/2024	Contact – Phone Call Received Received voicemail from Child B and C's mother.
2/16/2024	Contact – Phone Call Made Attempted telephone call with Child E's mother, no answer, a voicemail was left requesting a call back.
2/16/2024	Contact – Document Sent Email to program director requesting additional information.
2/16/2024	Contact – Phone Call Made Attempted telephone call with CCSM 6, no answer, no option for voicemail.
2/16/2024	Contact – Phone Call Made Attempted telephone call with Child F's mother, no answer, and no option for voicemail.
2/16/2024	Contact – Phone Call Received Received a telephone call from Child D's mother, interview conducted.
2/16/2024	Contact – Phone Call Made Telephone call with Child B and C's mother, interview conducted.
2/16/2024	Contact – Phone Call Made Attempted telephone call with Child B and C's mother, no answer, voicemail left requesting a call back.
2/16/2024	Contact – Phone Call Made Telephone call with Child A's mother, interview conducted.
2/16/2024	Contact – Phone Call Made Attempted telephone call with Child D's mother, no answer a voicemail was left requesting a call back.
2/22/2024	Contact – Document Received Received additional documentation from program director Nicole Belanger.
3/8/2024	Contact – Phone Call Made

	Attempted telephone call with Child F's mother, phone number disconnected.
3/8/2024	Contact – Phone Call Made Attempted telephone call with Child E's mother, no answer, and no option for voicemail.
3/8/2024	Contact – Phone Call Made Attempted telephone call with CCSM 6, no answer and no option for voicemail.
3/12/2024	Exit Conference Exit conference with licensee designee Laura Shephard.

ALLEGATION: The center allows staff who have pink eye, covid and head lice to work with children.

INVESTIGATION:

On 2/2/2022, I conducted an unannounced onsite inspection at Lady Di North Daycare. I met with the program director Nicole Belanger and license designee Laura Shephard. Advised a complaint had been filed and I would interview staff regarding it.

I interviewed CCSM 1, who has worked at the facility for approximately a year, she has worked at other child cares and has been trained regarding centers policies and procedures. She is the assistant in the room she works in and did recently have pink eye. She had been on antibiotics for two days prior to her return to work at the center. She is not sure if parents were notified, she had pink eye. She is not sure if people are being required to work when they are sick. She has not been familiar with any of the staff working with COVID. She is not aware of people having head lice and still working. She has children who attend the center, she does receive CDC payments through MDHHS, she is not made to work in the rooms where her children attend. A coworker told her she had to interview somewhere else because her hours had been cut. She is not aware of any food issues where there is not enough food to feed the children. She has no issues or concerns with management.

I interviewed CCSM 2, who has worked at the facility for less than a year. She has not worked at any child cares previously but has been trained regarding the centers policies and procedures. She is not aware of any staff working with communicable diseases, she is not aware of any staff working with COVID, or head lice. She believes they have a policy regarding being on medication for 24-48 hours. She is not aware of any staff being put on probation or being fired for calling in sick with a doctor's note. She has children who attend the center, and she receives CDC payments through MDHHS. She is not made to be in the same room with her child, he goes between two rooms and if he is in one, she is not in it usually. There is an allergy list in each room on the fridge. She believes they are updated. She is not aware of there not being enough food in the centers here or at south. There are no children who go hungry at the center. She is not

afraid to report things to management. They do not treat staff poorly. She feels they are very fair and try to meet the staff with what they need when it comes to time off and things.

I interviewed CCSM 3 she has been at the facility for approximately four years. She has worked at other child care centers. She has been trained with policies and procedures. She is the assistant. She is not aware of any staff working with COVID, pink eye, or head lice. She believes there is a sickness policy in the handbook which every staff gets. She does not feel management is rude or disrespectful. They are very understanding and very good to their staff. She does not have kids at the center and is not aware of any parents being made to work in the rooms where their children are. The center has allergies posted in each room and she believes them to be up to date. There is plenty of food in the center and she does not believe anyone goes hungry. She has no issues or concerns and trusts the daycare.

I interviewed CCSM 4, who has been at the center for a few months. She has not worked at any other facilities. She has been trained on the centers policies and procedures. She is not aware of any staff working with COVID, pink eye or head lice. She had pink eye two months ago and was on medications for it. She is not aware of anyone being put on probation or being fired for calling in sick to work. She does not have kids at the child care center. She is not aware of staff being made to work in rooms where their children are. There are postings in each classroom for allergies, she believes them to be up to date. She has not seen a shortage of food at the centers.

I interviewed program director, Nicole Belanger, and licensee designee Laura Shephard. They report a staff member was fired yesterday for attendance issues. They received a phone call, voicemail from the boyfriend of the staff member indicating that they state would be paying them a visit. The staff was taken off the schedule for the week and sent a personal text to Nicole about why she was taken off the schedule. Attendance has been an issue with the staff member since her hire. They did not call the boyfriend back. Laura attempted to call her, and it went to voicemail. Last Friday her mom called and said she was on her way to pick her up and that she was sick, and the staffs shift was not over and had been fine all day long. The staff member also did not tell them she was sick or having her mom pick her up, so they had no notice to try and find appropriate staffing for the room. They asked her to give them a few minutes to try to find appropriate staffing, however the other staff member in the room called the office and said she had walked out the door. They are supposed to call using the center phone and not their personal phones. They had talked to her about making sure when she was there, she was walking around and working with the latchkey kids and not sitting on the table with her cell phone. The mother then stopped in to talk with them and they told her they could not discuss anything with her as the staff is over 18 years old. They talk about attendance, the sick policy at orientation. The staff members are very clear with the requirements and needs of the center to maintain appropriate staff to child ratios. They are instructed to call the center and not text Nicole as she works in a classroom and does not have access to her phone for text messages. They do have allergies in the center with certain children and every room including the kitchen has the

allergy list, it is updated whenever a new allergy is listed by a newly enrolled child, or a parent provides an update to the child information card. They are not making people work with COVID or pink eye. They are notifying parents when someone has pink eye in the center. It is against their only personal policy to have parents working in the same rooms as their children but there are rare occasions when ratios have to be maintained. Additional phone numbers for staff members who are not present were provided, as well as child information cards and attendance. The sick policy and a recent newsletter to parents notifying them of pink eye was provided as well. There is only one time Laura has made a staff member come in when they called in sick and it was a staff member whose father had passed away and she was sad and they didn't want her home alone and sad so they had her come into work, not to work but to sit in the office until her mom could come and get her.

On 2/16/2024, I had a telephone call with Child A's mother, interview conducted. She has not seen or been notified if staff have or have had pink eye. She has seen staff working when sick but was not too concerned considering the population they work in; kids are always sick and so it seems like staff would be sick at times too. She has not had concerns about children not being fed. Her child has wet through the diaper, and she has talked to them about making sure they are changing before nap and after nap. There are no other concerns she has.

On 2/16/2024, I interviewed CCSM 5 via telephone, as she was not present at the onsite inspection. She has worked at the center for approximately five or six years. She has worked at both centers North and South but primarily works at North. She moves around the center as needed. She has worked at other child care centers and has been trained regarding the centers policies and procedures. She has heard bits and pieces of what the complaint is, from co-workers who are still there. She believes people have worked when sick, she is not sure if they have had COVID but that if they are sick, they go back to wearing a mask. She does not know if people are made to work with lice or pink eye. If they have, they have not mentioned it to her. With regard to management, it depends sometimes they are really nice and other times they are not. An example is today she called them and told them she could not come in as she had appointments, and they gave her an attitude about just telling them she could not come in. There are allergy lists posted but she does not think they are up to date with allergies. She has not been put on probation for being sick, but she has heard from other co-workers that it has happened. She is not sure about the parents working with their own kids as she does not have kids at the center. The food situation is that North holds all the food and brings it to South. The children are being fed breakfast, lunch, and a snack. She is not aware of times they are going hungry without food. She does feel like she does her job, and she still gets in trouble. She feels like management only helps those they want to help.

On 2/16/2024, I received a call back from Child D's mother. She has no concerns and no issues. There is a high turnover of workers at the center, and she recognizes a lot of the centers do. She has not noticed people sick at the daycare. She feels if anything the center is stickler when it comes to their sickness policy and there are times her kid

cannot go due to the policy. Her child has been there since they were approximately six weeks old and are currently seven.

On 2/16/2024, I called Child B and C’s mother, conducted interview. They were at north for a while and have been at south for not so long. The kids have been at the daycare for around eight years. They have no concerns. They would be concerned if staff were working with COVID. There are no food issues at south that she is aware of.

On 3/12/2024, I conducted an exit conference with licensee designee Laura Shephard. There were complaints contained within the allegations which were not regulated by Child care licensing however they were addressed with licensee designee and program director.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8155(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. (b) The symptoms of the disease. (c) Prevention measures as recommended by the U.S. Centers for Disease Control and Prevention (CDC) at the following website: https://www.cdc.gov/DiseasesConditions .
ANALYSIS:	The center provides notice to parents when any communicable disease is found in the center.
CONCLUSION:	Violation Not Established

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8155(5)	(5) A center shall have a written policy detailing when children, staff, and volunteers will be excluded from the center due to illness.
ANALYSIS:	The center has a written policy detailing when children, staff, and volunteers will be excluded from the center due to illness.
CONCLUSION:	Violation Not Established

ALLEGATION: Infants in the infant room are sleeping in swings and bouncers and not being moved to a safe sleep environment.

INVESTIGATION:

On 2/2/2022, I conducted an unannounced onsite inspection at Lady Di North Daycare. I met with the program director Nicole Belanger and license designee Laura Shephard. Upon waiting in the hallway, the infant room was observed to have two infants asleep in bouncers. Discussion was had with staff in room and program director with regard to the unsafe sleep and need for infants to be moved to a safe sleep environment as soon as they fall asleep. The two infants were picked up and placed in cribs at that time.

I interviewed CCSM 2, who has worked at the facility for less than a year. She has not worked at any childcares previously but has been trained regarding the centers policies and procedures. She worked today in the infant room and is aware of safe sleep practices. She is not normally in the infant room, but the staff member is out today.

I interviewed CCSM 3 she has been at the facility for approximately four years. She has worked at other child care centers. She has been trained with policies and procedures. She is in the infant room; she is aware of safe sleep.

On 2/2/2022, I returned to Lady Di North to see the food pantry which is kept at North as the space is bigger and food is transported to Lady Di South. Upon entry to the front hallway again, viewed into the infant room to find an infant asleep in a swing, additional discussion held regarding another unsafe sleep environment and infant was picked up and placed in a crib.

On 2/13/2024 Received an email from Nicole Belanger advising staff had taken the safe sleep course.

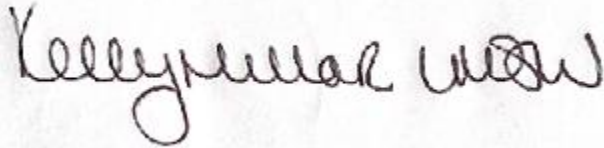
RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8188(11)	Infants and toddlers who fall asleep in a space that is not approved for sleeping shall be moved to approved sleep equipment appropriate for their age and size.
ANALYSIS:	On 2/2/2024 on two separate occasions during onsite inspection, infants were found sleeping in a bouncer (two infants) and then later on an infant was seen asleep in a swing.
CONCLUSION:	Violation Established

Bureau Recommendation

An acceptable corrective action plan has been received and approved. I recommend no change in the status of the license.

Approved By:



Kelly Millar
Consultant

03/26/2024
Date



Crecendra Boone
Area Manger

03/26/2024
Date