



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

September 6, 2023

Charlotte Keels
Kingdom Kidz Zone Learning Center LLC
6061 Rolling Green Dr
Grand Blanc, MI 48439

RE: License #: DC250384986
Investigation #: 2023D0125017
Kingdom Kidz Zone Learning Center

Dear Ms. Keels:

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 400.8125(1) Staff; volunteer; requirements

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

- I interviewed the person who made the complaint, program director/licensee, a grandparent, and child care staff members.
- I completed on-site inspections on the following dates: 06/22/2023.

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.	☐	☒
A rule or law violation was found and abuse and/or neglect of a child occurred.	☐	☒

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](#).

Sincerely,

A handwritten signature in black ink, appearing to read 'Juli Gohl', with a stylized, cursive script.

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
CHILD CARE LICENSING BUREAU
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	DC250384986
Investigation #:	2023D0125017
Complaint Receipt Date:	06/16/2023
Investigation Initiation Date:	06/21/2023
Report Due Date:	08/15/2023
Licensee Name:	Kingdom Kidz Zone Learning Center LLC
Licensee Address:	6061 Rolling Green Dr Grand Blanc, MI 48439
Licensee Telephone #:	(414) 334-1683
Administrator:	Charlotte Keels
Licensee Designee:	Charlotte Keels
Name of Facility:	Kingdom Kidz Zone Learning Center
Facility Address:	1233 Roosevelt Ave Flint, MI 48503
Facility Telephone #:	(810) 228-3515
Original Issuance Date:	09/29/2017
License Status:	REGULAR
Effective Date:	03/29/2022
Expiration Date:	03/28/2024
Capacity:	42
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
While at the center, Child A (male, 2 years) is kept in a highchair for long periods of time to control his behaviors. Child care staff members admitted to such.	No

III. METHODOLOGY

06/16/2023	Special Investigation Intake 2023D0125017
06/16/2023	Contact - Telephone call made Attempted call to the complaint source, not able to leave voicemail message
06/21/2023	Contact - Telephone call made Attempted call to the complaint source, not able to leave voicemail message
06/21/2023	Contact - Document Sent Email to the complaint source
06/21/2023	Special Investigation Initiated - Telephone With the complaint source
06/22/2023	Inspection Completed On-site 10:25 am - 11 am, interviewed Ms. Keels (via telephone) and Child Care Staff Members (CCSMs) 1 and 2
08/14/2023	Contact - Telephone call made Voicemail message for Child A's Grandmother
08/14/2023	Contact - Telephone call made To the Center - left message for Ms. Keels
08/14/2023	Contact - Telephone call received From Ms. Keels - the videos do not tape, are live only
08/14/2023	Exit Conference With Ms. Keels
08/14/2023	Contact – Telephone call received From Child A's Grandmother

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ALLEGATION: While at the center, Child A (male, 2 years) is kept in a highchair for long periods of time to control his behaviors. Child care staff members admitted to such.

INVESTIGATION:

On 06/16/2023 and 06/20/2023 I attempted calling the complaint source but was unable to leave voicemail messages.

On 06/21/2023, I emailed the complaint source, providing my contact information, and requesting a telephone call. Later, I received a telephone call from the complaint source who stated that Child A's Grandmother notified her that Child A is in the highchair often to control his behavior. Child A's Grandmother also informed her that the center told her that if he is out of the highchair for more than 20 minutes, he destroys the entire center. She was at the center recently and observed Child A in an unknown CCSM's lap. Child A's Grandmother informed her that if she shows up at the center unexpected, he will be in a highchair.

On 06/22/2023, I completed an unannounced onsite inspection at the center from 10:25 am - 11 am and interviewed Ms. Keels (via telephone) and CCSMs 1 and 2. Upon my arrival, I observed each room within the appropriate CCSM to child ratios. CCSM 1 stated that she was covering for Ms. Keels, as she was not present. I had her call Ms. Keels to see if she could come to the center. CCSM 1 had me speak with Ms. Keels, who stated that Child A has some special service providers that come to the center. She has never had a conversation with one of these service providers or Child A's Grandmother regarding them placing Child A in a highchair to control his behavior. She denied that they place in in a highchair, other than occasionally for eating. Usually, he will eat a meal at the table with the other children. She confirmed that CCSM 1 and 2 are the only ones that care for Child A.

On 06/22/2023, I interviewed CCSM 1 and CCSM 2, separately. Both denied the allegations. They never observed Child A in a highchair other than for eating. Usually, he eats at the table. Neither had a conversation with a special service provider or Child A's Grandmother regarding them placing Child A in a highchair to control his behavior. No other CCSM cares for Child A. They did not have access to the videos. They will have Ms. Keels follow-up with me for viewing of such.

On 08/14/2023, I called the center and left a message for Ms. Keels to return my call. Later, she returned my call and stated that her CCSMs misunderstood me, and she was not aware that she needed to follow-up with me. She confirmed that the videos are on a live feed and do not tape, so there is no footage for me to view.

On 08/14/2023, I left a voicemail message for Child A's Grandmother. Later, she returned my call and reported that she does not have any concerns regarding the center and Child A continues to attend. She has never picked Child A up from the center and observed him in a highchair. She understands that he occasionally eats in the highchair but is not placed there for any other purpose.

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:	The center provided appropriate care and supervision of Child A (male, 2 years), as they do not place him in a highchair for long periods of time.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend closure of this special investigation.



08/14/2023

Juli Gohl
Licensing Consultant

Date

Approved By:



09/06/2023

Crecendra Boone
Area Manager

Date