



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

Marlon I. Brown, DPA
ACTING DIRECTOR

REDACTED REPORT

02/15/2024

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

License Number: DC250384986
Special Investigation Number: SI-00079689

Dear Ms. Keels,

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 400.8140(2)(a)	Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.

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

- I interviewed: program director/licensee designee, child care staff members, children's parents, and children.
- I completed on-site inspections on the following dates: 11/17/2023 11/29/2023

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.	☐	☒

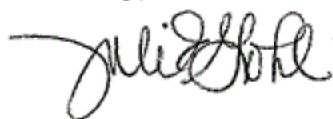
This report and any related corrective action plans must be filed in your licensing notebook. This report and any related corrective action plans will be online for parents to review under the [Statewide Search for Licensed Child Care Centers and Homes](#).

You will be sent two copies of this report. One is **not for public disclosure** and one is a **redacted report**.

- The report marked **not for public disclosure** is for your records only. This copy may contain legally protected information. It must not be placed in your licensing notebook.
- The report marked **redacted report** may have some legally protected information blacked out. If you do not have internet available for online review, **redacted report** and any related corrective action plans must be filed in your licensing notebook. The **redacted 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, Juli Gohl at (810) 423-2832 or gohlj@michigan.gov. In the event that Juli Gohl is not available, and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Juli Gohl, Licensing Consultant

Enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
CHILD CARE LICENSING BUREAU**

Report Type: Special Investigation Report

Date of Report: 1/26/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00079689	11/17/2023
Investigation Initiation Date	Report Due Date
11/17/2023	1/16/2024
License Number	Licensee Name(s)
DC250384986	Kingdom Kidz Zone Learning Center LLC
Facility Name	Licensee Designee(s)
Kingdom Kidz Zone Learning Center	Charlotte Renee Keels LaMarcus Keels
Program Type	Central Administrator(s)
Center	
Capacity	Program Director(s) Name
42	Charlotte Renee Keels Qualifications: Date PD Approved:
Facility Address	Mailing Address
1233 Roosevelt Ave, Flint, MI, 48503	6061 Rolling Green Dr, Grand Blanc, MI, 48439
Facility Phone Number	Facility Email Address
8102283515	crkeels.keels@aol.com
Original License Issuance Date	License Status:
9/29/2017	Regular
License Effective Date:	License Expiration Date:
3/29/2022	3/28/2024

ALLEGATION(S)

	Violation Established?	
An unknown child care staff member takes Child A (female, 3 years) into the bathroom at the center and whips her.		No

METHODOLOGY

Date	Activity
11/17/2023	Special Investigation Case Created SI-00079689
11/17/2023	Contact – Phone Call Made Voicemail message for [REDACTED]
11/17/2023	Special Investigation Initiated via Phone Call

	Telephone call from [REDACTED], coordinated onsite inspection at the center.
11/17/2023	Inspection Completed On-Site With [REDACTED] at the center from 2:15 pm - 2:40 PM; interviewed licensee Charlotte Keels via telephone and CCSM 1 in-person.
11/21/2023	Contact – Email Received From [REDACTED]
11/29/2023	Inspection Completed On-Site With [REDACTED] from 10:30 am - 12:00 pm.; interviewed Ms. Keels, Child A, and CCSMs 1-4.
11/29/2023	Contact – Face to Face [REDACTED] and I attempted to interview Child B at [REDACTED] closed for the day due to early dismissal.
12/12/2023	Contact – Email Received From [REDACTED]
12/14/2023	Contact – Phone Call Made Conference call with [REDACTED] and her supervisor [REDACTED].
12/18/2023	Exit Conference Via email to Ms. Keels.

ALLEGATION: An unknown child care staff member takes Child A (female, 3 years) into the bathroom at the center and whips her.

INVESTIGATION:

On 11/17/2023, I left a voicemail message for [REDACTED]. Later, I received a return call from [REDACTED] and the case details were discussed. We agreed to meet at the child care center later in the day.

On 11/17/2023, [REDACTED] and I completed an unannounced onsite inspection at the center from 2:15 pm – 2:40 pm and interviewed child care staff member (CCSM) 1 who reported that licensee designee/program director Charlotte Keels was not currently at the child care center. CCSM 1 stated that Child A was not present, either. She reported that Child A has been attending the child care center since she was an infant.

CCSM 1 contacted Ms. Keels via telephone and [REDACTED] and I spoke with her, privately, in the kitchen of the child care center via speaker. She denied that any of her child care staff members (CCSMs) spank any of the children. She denied that Child A has ever said that any CCSM spanked her. She said if Child A has a behavior of some sort, they contact her mother. Ms. Keels said they give the phone to Child A, and she would hear her mother tell her to "straighten up." Ms. Keels indicated that Child A screams uncontrollably throughout the day and kicks the CCSMs. She was adamant

that none of her CCSMs use inappropriate discipline. They primarily utilize redirection with the children. She said they do have cameras but they are currently not working. She reported that Child A does not need help in the restroom. She denied that CCSMs take children into the restroom for disciplining. The telephone call abruptly disconnected, and Ms. Keels did not call back.

After leaving the child care center, [REDACTED] provided me with an update on her telephone call with the complaint source who stated that she forensically interviewed Child B (female, 7 years), who disclosed seeing Child A get "whooped" at the child care center in the restroom. Child B could not identify which CCSM is "whooping" her sister, she recalled it was a female with short, curly hair who often wore wigs.

On 11/21/2023, I received an email from [REDACTED] and we coordinated an unannounced onsite inspection at the center on 11/29/2023 at 10:30 am.

On 11/29/2023, [REDACTED] and I completed an unannounced onsite inspection at the center from 10:30 am – 12:00 pm. [REDACTED] stated that Ms. Keels had called her back on 11/17/2023 and provided her with her availability. She also updated me that Child A was seen at Hurley Medical Center on 11/17/2023 and there was no indication of child abuse. The documentation stated that she was seen for a well child examination in the emergency room.

On 11/29/2023, [REDACTED] and I met with Child A privately in the kitchen and she attempted to forensically interview her, however, the ground rules were unable to be established. Child A was very hard to understand and often had her fingers in her mouth while talking.

On 11/29/2023, [REDACTED] and I met with Ms. Keels, privately in the kitchen. Ms. Keels had to be called to the child care center, as when we arrived, she was not present. She confirmed that she has owned and operated the child care center "a very long time." She said Child A and her sister Child B are dropped off each day around 7:00 a.m. and the bus comes and takes Child B to school at 7:15 a.m. Child B attends [REDACTED]. Their mother then picks them both up at 3:30 p.m. when the bus drops Child B back off at the child care center. Ms. Keels reported that Child B does not come back inside the building at this time, because their mother is in the parking lot waiting for them. She described Child A as being a typical 3-year-old. She said Child A does have outbursts regularly as evidenced by her screaming and crying. Ms. Keels said her staff attempt to redirect Child A's behaviors. She denied that the restroom is ever used as a place for discipline or that children are brought into the restroom and spanked. She explained that CCSMs talk to the children about their behavior and have them explain their behavior. Ms. Keels confirmed that all of the CCSMs are trained the same way. She denied ever receiving complaints of physical discipline being utilized. She's never seen her staff be inappropriate with a child and noted if she had, they wouldn't be employed at her facility. She denied that any CCSM, parent, or child has come to her with concerns of inappropriate discipline. Ms. Keels noted that CCSM 1 would be the only CCSM present in the morning fitting the description, of having short curly hair and

also wears wigs, within the allegations. CCSM 1 has worked for her for four years and she denied there being any discipline within her file. She believes there would be six children present in the morning prior to Child B leaving on the bus.

Ms. Keels then showed us an 11/17/2023 text message on her cell phone from Child A's Mother. It noted that Child B went to school "starting a mess" and she apologized to Ms. Keels and said she understood if she no longer wanted the children at the child care center. Ms. Keels would not have the children leave, due to the investigation. Ms. Keels stated that she has good CCSMs working for her and is sad about what's being reported. She noted that Child A's Mother also called her to apologize. Ms. Keels said they have cameras, but they haven't worked in some time. She also noted their doorbell, which should have video, also wasn't working. She said when children use the restroom, the CCSM stands outside the door and two children go in at a time. It should be noted that the bathroom had a changing table, a sink, and two stalls. It also should be noted that throughout the entire duration of the onsite inspection at the child care center, which was approximately two hours, Child A was screaming and crying consistently. She was observed stomping her feet, taking her shoes, and throwing them, and trying to climb over a wall of the room. She was also banging her hands on the walls. The staff were viewed talking to Child A but did not appear to be successful in redirecting her behaviors.

On 11/29/2023, [REDACTED] and I met with CCSM 2 privately in the kitchen and she confirmed that she has worked at the child care center since March of 2023 and is an assistant teacher. She typically works 5:30 am until 11:00 am, and typically is an opener with CCSM 1. She believes that typically there are approximately 10 children at the child care center prior to the school bus arriving to pick up the school aged children. She recalls that usually two of them are toddlers and the other eight are school-agers. She noted that she is often in and out of the kitchen doing things or with the toddlers. CCSM 2 reported that Child A first arrives in the morning, she often "throws a fit" and her mother will have to tell her to lay down and listen to the CCSMs. She believes Child A and Child B are dropped off between 6:30 am and 6:50 am. Child B is only at the child care center for roughly 15 minutes, until the bus arrives. She confirmed that Child A is present when Child B throws her fits. She explained that when Child A acts this way, she asks her if she wants some milk, and then provides her with such. She denied any physical discipline occurring at the daycare and denied taking children into the restroom for discipline. She clarified that there are times that she will go into the restroom to supervise Child A, but this entails her standing near the stall door and not going into the actual stall with her. CCSM 2 denied seeing CCSM 1 be rough or inappropriate with any of the children. She believes all the CCSMs try to understand each child and denied seeing anyone "lose their cool" with a child. CCSM 2 said they were trained to talk to the children when something is wrong, or they are upset. She denied seeing or hearing about CCSMs spanking a child in the restroom.

On 11/29/2023, CCSM 1 met with [REDACTED] and I privately in the kitchen and she confirmed that she's worked at the child care center for four and a half years. CCSM 1 is the lead teacher in the preschool room. She has no discipline within her employee file.

The allegations were addressed with her, and she denied working with Child A that often, clarifying that her main teacher is CCSM 3. She did confirm that she opens the child care center every morning with CCSM 2. She typically arrives at approximately 6:30 am and Child A and Child B arrive at approximately 7:00 am. She said Child B is only at the child care center for approximately 20 minutes before she is picked up for school. She confirmed that Child B comes back into the child care after school after school, stating her mother picks them up in the parking lot. She confirmed it was common for Child A to have tantrums and said that they just allow her to have them. She denied ever becoming physical with Child A or taking children to the restroom for discipline. She said CCSMs stand next to the restroom door when children are using it, but denied they ever go inside the restroom with them. She clarified that they contact their parents at times if the behavior is extreme. They also attempt to calm the children down. She noted that Child A will have her "fits" all day long. She added that when Child A is having her fits, often Child B will tell her stop or to be quiet. She denied ever grabbing, spanking, or yelling at Child A. She said Child A's Mother told them that she acts the same way at home at times.

On 11/29/2023, CCSM 3 was met by [REDACTED] and me privately in the kitchen and confirmed that she has worked at the child care center for two weeks. She typically works from 8:00 am until either 2:30 pm or 5:00 pm. She is an assistant teacher and works in all three rooms. She said she only cared for Child A only briefly. She said it is typical for her to throw a tantrum when she doesn't get her way. The CCSMs will try and calm her down or try and compromise with her. They redirect children for discipline. She denied there being any physical discipline at the child care center. She has never seen any CCSMs take children into the restroom when they're in trouble or for discipline. She said they will sometimes have the children sit at a table for two minutes, if they are old enough for timeout. She also reported that she has three children who attend the child care center and if she had concerns regarding discipline, they would no longer attend. She denied seeing any CCSM use inappropriate discipline with Child A or any other child. She has not seen any staff yank or grab a child inappropriately.

On 11/29/2023, [REDACTED] received a voicemail message from Child A's Mother while we were at the child care center. She returned the call and Child A's Mother gave parental permission for [REDACTED] to forensically interview Child B. She denied having any concerns with the child care center. She denied that the child care center disciplines the children other than having them sit down to watch a movie or calling the parents. She reported that the CCSMs have never contacted her about Child A's behavior. She said Child A has always been comfortable with the CCSMs and they treat her like their own child. She added that Child B never disclosed anything about the child care center to her and confirmed that Child A is only there in the mornings for approximately 15 minutes before she's picked up by the bus for school. Both children have always loved going to the child care center.

On 11/29/2023, [REDACTED] and I attempted to interview Child B at [REDACTED]. The school secretary confirmed that Child B was at school today; however,

they dismiss at 1:00 pm on Wednesdays. [REDACTED] and I confirmed to complete the interview at a later date.

On 12/12/2023, I received an email from [REDACTED] stating that she would be interviewing Child B at school on 12/13/2023. I was not able to make this appointment, so she will be updating me with the results. Later, [REDACTED] provided the details of the forensic interview that she completed with Child B on 12/13/2023 at [REDACTED]. The ground rules were established, and she was able to differentiate between a truth and a lie and agreed to abide by the ground rules. She said she is dropped off at the child care center in the morning and then takes the bus to school from there. She is dropped off around 7:15 am and thinks that she is there for about an hour before the bus comes. After school, her mother is in the parking lot to pick her and her sister up. Child A stays at the child care center all day and is "sometimes good and sometimes bad." She added that Child A will throw things around, such as her shoes or coat. When she does this, the CCSMs just leave her alone. Sometimes they have her sit in the preschool room, but they mainly let her throw things around. She denied seeing Child A or any other child in trouble. She denied anything else happens Child A when she throws things. She denied seeing any CCSMs take children into the restroom when they're in trouble. She denied that the CCSMs go into the restroom with the children at all, stating that they stand outside of the door. She explained that she has never been hurt by a CCSM at the child care center. She likes going there because they do projects, like making slime or special things for Christmas. She was asked about telling anyone she saw her sister get spanked in restroom at the child care center. She confirmed this being true. The CCSM was a girl who had curly hair or would wear a wig. She did not know her name and said she hasn't seen her at the child care center in a long time. She thought the incident happened sometime last year. The CCSM took Child A into the restroom and "whooped" her. She denied seeing this happen and denied seeing her sister in the bathroom with a CCSM. Her sister was crying one day, and she asked her what was wrong. Child A then told her she was "whooped" by the CCSM. Child B feels safe while at the child care center and is not fearful of anything or anyone.

On 12/14/2023, a conference call was held with [REDACTED] and her supervisor [REDACTED]. [REDACTED] will be closing her investigation with no findings.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8140(2)(a)	Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
ANALYSIS:	There is not sufficient evidence to determine if the incident occurred.
CONCLUSION:	Violation Not Established

BUREAU RECOMMENDATION
I recommend no change in the status of the license.

Approved By:	
	
Juli Gohl Consultant	02/15/2024 Date
	
Crecendra Boone Area Manager	02/15/2024 Date