



STATE OF MICHIGAN  
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
 LANSING

GRETCHEN WHITMER  
 GOVERNOR

ORLENE HAWKS  
 DIRECTOR

May 24, 2023

Melissa Courtney  
 KinderCare Education LLC  
 3120 E Grand Blanc Road  
 Grand Blanc MI 48439

RE: License #: DC250406241  
 Investigation #: 2023D0026013  
 KinderCare Learning Center Grand Blanc

Dear Ms. Courtney:

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:

<b>R400.8122(2)</b>	<b>Lead Caregiver; qualifications; responsibilities</b>
<b>R400.8125(1)</b>	<b>Staff; volunteer; requirements</b>
<b>R400.8188(12)</b>	<b>Sleeping, resting, and supervision</b>

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 designee, caregivers, parents with relevant information.
- I completed an onsite inspection on 04/19/2023.

As a result of this investigation, I found the following violation(s):

R400.8122(2)      Lead caregiver; qualifications; responsibilities

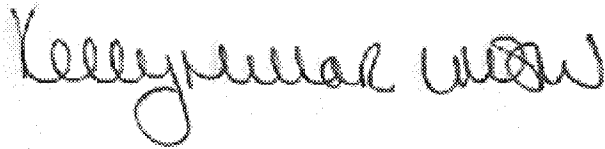
I recommend no change to the current license status. An acceptable corrective action plan was received and approved on 05/19/2023.

<b>During this special investigation:</b>	<b>Yes</b>	<b>No</b>
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 "Kelly Millar LMSW". The signature is written in a cursive style with some loops and flourishes.

Kelly Millar, LMSW, Licensing Consultant  
Child Care Licensing Bureau  
611 W. Ottawa Street  
P.O. Box 30837  
Lansing, MI 48909  
989-385-6683

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC250406241
<b>Investigation #:</b>	2023D0026013
<b>Complaint Receipt Date:</b>	04/18/2023
<b>Investigation Initiation Date:</b>	04/19/2023
<b>Report Due Date:</b>	06/17/2023
<b>Licensee Name:</b>	KinderCare Education LLC
<b>Licensee Address:</b>	3120 E Grand Blanc Road Grand Blanc MI 48439
<b>Licensee Telephone #:</b>	(810) 603-2500
<b>Administrator:</b>	Kyra Hall-Elzy
<b>Licensee Designee:</b>	Kyra Hall-Elzy
<b>Name of Facility:</b>	KinderCare Learning Center Grand Blanc
<b>Facility Address:</b>	3120 E. Grand Blanc Rd. Grand Blanc, MI 48439
<b>Facility Telephone #:</b>	(810) 603-2500
<b>Original Issuance Date:</b>	11/10/2021
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/10/2022
<b>Expiration Date:</b>	05/09/2024
<b>Capacity:</b>	87
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	<b>Violation Established?</b>
There is not a qualified lead in the pre-k classroom	Yes
The caregivers are not supervising the children, children are being hit repeatedly and playing wrestling games.	No
The center is not ensuring nap time occurs	No
Additional findings	Yes

## III. METHODOLOGY

04/18/2023	Special Investigation Intake 2023D0026013
04/19/2023	Special Investigation Initiated - On Site 9:55 AM -11:55AM Onsite inspection completed by Kelly Millar. Interviews conducted with acting program director Melissa Courtney, CCSM 1, CCSM 2 and CCSM 3.
05/03/2023	Contact - Telephone call made. Telephone call with Child A's mother, interview conducted.
05/03/2023	Contact - Telephone call made. Attempted telephone call with Child B's mother, voicemail left requesting a call back.
05/03/2023	Contact - Telephone call made. Attempted telephone call with Child C's mother, a voicemail was left requesting a call back.
05/03/2023	Contact - Telephone call made. Attempted telephone call with Child D's mother, a voicemail was left requesting a call back.
05/03/2023	Contact - Telephone call made. Attempted telephone call with Child E's mother, a voicemail was left requesting a call back.
05/03/2023	Contact - Telephone call received. Telephone call with Child C's mother, interview conducted.
05/03/2023	Contact - Telephone call received. Telephone call with Child E's mother, interview conducted.
05/03/2023	Contact - Telephone call received.

	Received a voicemail from Child Ds mother.
05/04/2023	Contact - Telephone call made. Telephone call with Child D's mother, interview conducted.
05/04/2023	Contact - Telephone call made. Attempted telephone call with Child B's mother, a voicemail was left requesting a call back.
05/04/2023	Contact - Telephone call received. Telephone call with Child B's mother, interview conducted.
05/19/2023	Exit Conference Telephone call with acting program director Melissa Courtney, exit conference held.
05/19/2023	Inspection Completed-BCAL Sub. Compliance
05/19/2023	Corrective Action Plan Requested and Due on 06/09/2023.
05/19/2023	Corrective Action Plan Received
05/19/2023	Corrective Action Plan Approved

**ALLEGATION:** There is not a qualified lead in the pre-k classroom

**INVESTIGATION:** On 04/19/2023, I completed an unannounced onsite inspection at KinderCare Grand Blanc. I met with and conducted an interview with the acting program director Melissa Courtney. She is aware there is not a qualified lead in the pre-k room. They are having a difficult time getting qualified leads, however she is actively seeking and hiring individuals. The teacher left unexpectedly, and they have been using assistant caregivers. They do not have any qualified leads at this time. Discussion held regarding variances available for lead caregivers at this time. None of the child care staff members interviewed have any coaching plans or discipline in their record.

On 04/19/2023, I interviewed child care staff member 1, she does not have a CDA, but she has taken trainings and is CPR/First aid certified. She is not sure that she meets lead caregiver requirements.

On 04/19/2023, I interviewed child care staff member 2, she has worked at the center since August of 2022. She has worked at previous daycares. She is working on her CDA currently, but she does not meet lead teacher requirements yet. There is no lead currently in the classroom as the lead quit last week.

On 04/19/2023, I interviewed child care staff member 3, she has worked at the center since August of 2022. She is not sure if she is a lead or if she meets requirements, stating "I am the acting program director, I am really good at my job." She is currently working through a CDA program she is not sure if she has any semester hours or CEU's.

On 05/03/2023, I interviewed Child A's mother, she states the lead caregiver for her son's room is no longer there; she quit and the teachers in there are not qualified leads. She was also told by the assistant teacher that she did not even want to be in that room. There has been a lot of issues with teachers and one teacher quit back in March because a child smacked them and then spit on her and called her a curse word, she quit that day.

On 05/03/2023, I interviewed Child C's mother, she is not aware of the center not having qualified teachers, but one of her biggest issues with the center has been their staffing. She does not believe they pay them what they need to be paid and there is constant turnover. She worries that the people they are hiring are not the greatest. She really likes child care staff member 2. She had major problems with some other teachers, but they are no longer there, so she is glad about that. The facility is understaffed. She is happy with the new program director as she had concerns with the previous director.

On 05/03/2023, I received a voicemail from Child E's mother.

On 05/03/2023, I interviewed Child E's mother, she has no concerns about the center. She believes they are understaffed but believes most child care centers are currently understaffed and that there is not much they can do.

On 05/03/2023, I received a voicemail from Child D’s mother. On 05/04/2023, I interviewed Child D’s mother. She does not have any issues or concerns feels as though it has been fine at the center.

On 05/04/2023, I attempted to contact Child B’s mother, no answer, a voicemail was left requesting a call back. On 05/04/2023, I interviewed Child B’s mother, she knows they have had program director and teacher staffing issues. She believes this is common in most daycares right now. The previous teacher left and within 3 days all of this stuff seemed to escalate.

<b>APPLICABLE RULE</b>	
<b>R 400.8122</b>	<b>Lead caregiver; qualifications; responsibilities.</b>
	<b>(2) At least 1 lead caregiver shall be assigned to each group of children in a self-contained or well-defined space and shall be present and providing care in the assigned group in the following manner:</b> <b>(a) Full time for programs operating less than 6 continuous hours.</b> <b>(b) At least 6 hours per day for programs operating 6 or more continuous hours.</b>
<b>ANALYSIS:</b>	The pre-k classroom does not have a qualified lead or a variance for a lead caregiver. There are no leads in any classroom at the center and no variances requested.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:** The caregivers are not supervising the children; children are being hit repeatedly and playing wrestling games.

**INVESTIGATION:** On 04/19/2023, I interviewed the acting program director, Melissa Courtney. They are adhering to the appropriate ratios for children and adults. She was not involved in the incident on that day, her assistant director, child care staff member 3 handled the situation. There were incident reports provided to both children’s parents. Child care staff member 2 did tell her about the incident as well involving Child A and Child B. They have been having some issues with boys in the classroom and having behaviors, but they are not allowing any wrestling to occur. She has not heard of a game called spiderman.

On 04/19/2023, I interviewed child care staff member 1. She has worked at the center since fall of 2022. She has worked at other child care centers. She was outside on the playground with the children and child care staff member 2, however she did not see the incident. Child care staff member 2 told her what had happened,

she is not sure she saw what happened either, because it was behind the fence in the playground area, she was told Child B pushed Child A's head into the ground, she believed it was grass but she did not see it. There were incident reports filled out and provided to parents. Child A was given an ice pack. The boys in the classroom are trying to wrestle, they are not allowing it and as soon as they see it, they are redirecting them to other activities. There are nine boys and only two girls so sometimes the boys get excited and are difficult to keep calm. She has not been told not to tell a parent if a child is injured. She knows they fill out an incident report if a mark is left after a child is injured. She always reaches out to Ms. Courtney or the acting program director child care staff member 3. She has never been told not to tell a parent.

On 04/19/2023, I interviewed child care staff member 2, she was on the playground with child care staff member 1 and the children when the incident between Child A and Child B occurred. Child A was on all fours on the ground and Child B smacked his head into the ground it was concrete, she immediately intervened and got Child A an ice pack and comforted him. She talked to Child B about the incident, and then Child B threw a ball at Child A. There was a mark on Child A's head, she wrote up the incident reports for both children. This happened in the morning during their morning outdoor play. She apologized to Child A's mom when she picked him up as she felt bad, he had been hurt. She denies she lets the children wrestle in the classroom. There are a lot of boys, and they can be difficult to keep in line, but they do not let them wrestle. She has never been told not to tell a parent if a child has been hurt, they write incident reports when there is an injury or mark. If there is not a mark or injury, they would just comfort the child until they felt better. Classrooms are combined at times during the start of the day and end when ratios are changing due to drop offs and pickups. She has talked to the previous teacher after she left from working at the center. She did talk to the previous teacher about the incident with the boys. She believes the center has a policy against talking with previous workers about the current kids at the center. The previous teacher called her on Friday and told her Child A's mother was upset. I was able to observe Child B on the playground playing with other children.

On 04/19/2023, I interviewed child care staff member 3, she was not on the playground when the incident happened but was notified by the teachers. When asked if she notified the parent via telephone she stated, "I am sure I called Child A's mother, I received a call from his teachers, and I called mom." Child A was roughhousing outside, and his head got hit on the cement, he had a red mark on his forehead. She did not provide medical care for him, but the teacher did. CCSM 3 stated that Child A's mother shook her head saying, "I honestly do not remember what she said." Child A's mother was upset and did not know if there had been any other incidents with Child A. CCSM 3 did not want to answer basic questions and consistently answered questions "I do not know."

On 05/03/2023, I interviewed Child A's mother. Child A is no longer attending the daycare as they would not allow him to return. He is attending a different daycare at

this time. He had been at the daycare for about a year. He started off in Discovery preschool then Child A's mother signed the waiver for him to go to pre-k in November 2022. On the day of the incident, she received a phone call saying Child A got hit with a ball and had a mark on his face. She was not happy but fine with it because things like this happen. When she got there, she talked to the other teacher (child care staff member 1), and she told her that Child B grabbed Child A by the head and smashed his face into the cement. She was told Child A was pretending to be a dog when the other child took his head and bashed it into the cement. She saw an indent in Child A's head and she did not take him to a doctor. The mark cleared up in about four days. She took a photograph of Child A's head, and the mark can be seen when you zoom in. Child A told her that Child B also hit him on the butt, smacked him. When she picked up Child A at the center, she asked Child B about the incident in the classroom in front of the teacher and other children. She denies she was rude or disrespectful when she asked Child B about the incident. As she was walking out of the classroom, she saw Child B's mother coming in. Child A's mother asked to sit down with Child B's parent so that he would stop hitting her son and they could figure out what was going on. She believes Child B has behavior problems, but the center is refusing to send him home because that is what he wants. Child care staff member 1 told her that her goal is "to keep the kids from killing each other." Child care staff member 1 said they cannot teach curriculum because of Child B's behaviors in that classroom. Child A's mother talked to the previous teacher who was informed by child care staff members 1 and 2 about how aggressive Child B is. The workers continue to talk to the previous worker about stuff that is going on at the center. Child A's mother was told by the previous worker that Ms. Courtney and child care staff member 3 have told the staff there not to report to parents when kids are hitting other kids unless a mark is made. The children are all wrestling and playing a "spiderman" game. Child care staff member 3's son is in Child A's classroom as well. Child care staff member 3's son has been hitting and kicking people. Child A's mother believes child care staff member 3 has been encouraging Child A and the other children to behave that way. Child A's mother heard child care staff member 3 say to Child A "come on you can come outside and play spiderman with the boys."

On 05/03/2023, I interviewed Child C's mother. Child C's Mother has no concerns about supervision or any injuries on her child. She has not heard of a spider man game that the children are playing. Her son's favorite character is spiderman though. When something happens to Child C, she gets a call right away and a paper incident report. Child C's mother has no major concerns at this time.

On 05/03/2023, I interviewed Child E's mother. Child E's mother has no concerns about the center. She is not aware of any wrestling or issues at the center.

On 05/04/2023, I interviewed Child D's mother. Child D's mother has no concerns or issues. She feels that they have been open and honest about the things at the center. When her son has any incidents, they call her right away and tell her and it happens very quickly.

On 05/04/2023, I interviewed Child B's mother. Child B's mother was made aware of the incident with her son and Child A. She knows her son can be difficult at times. She was confronted by Child A's mom as she arrived at the daycare that day. Child A's mother tried to start a verbal altercation at the office, and Child B's mother did not want to be a part of it, so she left the office. Child B's mother called the center after and apologized but did not feel it was right to have this big altercation at the main office. Child B's mother was told the Child A would no longer be returning to daycare any longer. She had initially wanted to try to set up something with the center to resolve issue between the two boys. She has not heard of the spiderman game. Child B can be very hyper and yelling in the classroom. When Child B struggles, they help him with sitting away from the other kids and drawing. Child B's mother was unhappy with the Child A's mother confronting her son in the classroom. Outside of this she has no concerns or issues with the center. The center has been going through a lot of changes.

On 05/23/2023, I completed an exit interview with Ms. Courtney.

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff; volunteer; requirements.</b>
	<b>(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.</b>
<b>ANALYSIS:</b>	The center is operating in the appropriate ratios for children and staff. There were staff outside on the playground when incident occurred between Child A and Child B. Child care staff members intervened, provided comfort and an ice pack to Child A. All involved parties were notified by telephone and in writing the incident which occurred.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:** The center is not ensuring nap time occurs

**INVESTIGATION:** On 04/19/2023, I interviewed acting program director Melissa Courtney. The teacher who left last week was not adhering to nap times under the previous director but when the previous director left, she reinstated the required rest/nap time. There are mats now in the room and the children do have nap time.

On 04/19/2023, I interviewed child care staff member 1. Child care staff member 1 was in the preschool classroom. Child care staff member 1 reported that the children do take naps or at least sit on cots for rest time. It starts around 11:30 AM, most are asleep by 12:00 PM and rest time lasts until around 2:00 PM. The last teacher quit a week ago and she did not make the children take naps or have rest time. She

allowed the children to play with toys. They could take their nap pillows and rest on the ground if they wanted to, but it was not required. Since the previous teacher quit, the rest time/nap time is required. The lights are usually off and music was playing but not all are sleeping. The children did not use cots when the previous teacher was there, but they do now. Child care staff member 1 has seen and talked to the previous teacher. She talked about the child care children with the previous teacher. The previous teacher has given child care staff member 1 ideas and advice on how to handle the child care children. Child care staff member 1 and the previous teacher had lunch together a few days ago. There is a center policy about not talking to past employees about children still in the center. Child care staff member 1 is aware the previous teacher is friends with Child A's mother and has been talking to her about the child care center.

On 04/19/2023, I interviewed child care staff member 2. Child care staff member 2 reported that the staff do adhere to nap/quiet time. It is usually between 11:30 AM to 2:00 PM. The children eat, get the cots ready and then get ready to rest on their cots once they are finished eating. The previous teacher did not require naps or resting time, but they do now.

On 05/03/2023, I interviewed Child A's mother. Child A's mother was not aware they were not having nap time/rest time until she spoke with the previous teacher.

On 05/04/2023, I interviewed Child D's mother. Child D's mother stated that they have always had a nap time. Staff have never forced the children to sleep but it is dark in the room with music playing. Child D's mother has seen this when picking up her child sometimes. She has no concerns at this time.

On 05/04/2023, I interviewed Child B's mother. Child B's mother stated that her son takes naps. She has seen reports on her son taking naps at the center.

<b>APPLICABLE RULE</b>	
<b>R 400.8188</b>	<b>Sleeping, resting, and supervision.</b>
	<b>(12) Naptime or quiet time must be provided when children under school-age are in attendance 5 or more continuous hours per day.</b>
<b>ANALYSIS:</b>	The child care center adheres to nap/quiet time.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:** Infant was asleep in a bouncer not in a crib.

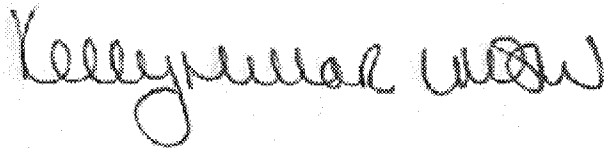
**INVESTIGATION:** On 04/19/2023, I conducted an unannounced onsite inspection to Grand Blanc KinderCare. In the infant room, I observed an infant asleep in a

bouncer. Child care staff member 3 was sitting in a rocking chair on a laptop. I asked why the infant was sleeping in a bouncer and not moved to a crib. Child care staff member 3 stated “we didn’t want to move him yet; he just fell asleep.” Child care staff member 3 moved the infant to a crib to sleep. Safe sleep protocol was reviewed with child care staff member 3. Child care staff member 3 informed me she was already aware of the requirements.

<b>APPLICABLE RULE</b>	
<b>R 400.8188</b>	<b>Sleeping, resting, and supervision.</b>
	<b>(3) Infants shall rest or sleep alone in cribs or porta-cribs.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	Child care staff member 3 allowed an infant to fall asleep in a bouncer and did not move the child to a safe sleep environment.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

An acceptable corrective action plan was received and approved on 05/19/2023. I recommend no change to the status of the license.



05/24/2023

Kelly Millar, LMSW  
Licensing Consultant

Date

Approved By:



05/24/2023

Crecendra Boone  
Area Manager

Date