



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 3, 2023

Carolyn Scott
Rising Stars Learning Center LLC
7139 Granada Drive
Flint, MI 48532

RE: License #: DC250412538
Investigation #: 2023D0354010
Rising Stars Learning Center

Dear Ms. Scott:

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.
- R 400.8155(1) Child accidents and incidents; child and staff illness.

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

- I interviewed: the program director, child care staff members, and parent.
- I completed on-site inspections on the following date: 02/23/2023 and 03/01/2023

As a result of this investigation, I found the following violations:

- R 400.8125(1) Staff; volunteer; requirements.**
- R 400.8155(1) Child accidents and incidents; child and staff illness.**

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 04/24/2023. You can use our [corrective action plan](#) form or create your own.

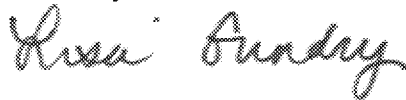
If you need help writing the corrective action plan, please contact me. If you do not send a corrective action plan, you may face disciplinary action. The corrective action plan must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

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"/>

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,



Lisa Gundry, Licensing Consultant
 Child Care Licensing Bureau
 611 W. Ottawa St.
 P.O. Box 30664
 Lansing, MI 48909-8164
 (810) 931-1220

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC250412538
Investigation #:	2023D0354010
Complaint Receipt Date:	02/17/2023
Investigation Initiation Date:	02/18/2023
Report Due Date:	04/18/2023
LicenseeName:	Rising Stars Learning Center LLC
LicenseeAddress:	7139 Granada Drive Flint, MI 48532
LicenseeTelephone #:	Unknown
Administrator:	Carolyn Scott
Licensee Designee:	Carolyn Scott
Name of Facility:	Rising Stars Learning Center
Facility Address:	1001 N. Franklin Avenue Flint, MI 48506
Facility Telephone #:	(810) 309-3035
Original Issuance Date:	07/29/2022
License Status:	ORIGINAL
Effective Date:	07/29/2022
Expiration Date:	01/28/2023
Capacity:	22
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
On February 16, 2023, Child A (female, age 3) ran into the corner of a piece of equipment and had a cut above her eye, which required stitches. The center did not contact the parent or notify them of the injury.	Yes
Additional Findings	Yes

III. METHODOLOGY

02/17/2023	Special Investigation Intake 2023D0354010
02/18/2023	Special Investigation Initiated - Letter Email correspondence with the complainant
02/23/2023	Inspection Completed On-site Inspection completed onsite at 11:15am. The center was closed due to inclement weather. Telephone contact with Carolyn Scott, program director and licensee.
02/24/2023	Contact - Document Received Received requested documentation on Child A from Ms. Scott
02/27/2023	Contact - Document Received Received policy document from Ms. Scott
02/28/2023	Contact - Telephone call made to Child A's Mother. Unable to leave a voice message.
03/01/2023	Inspection Completed On-site from 11:42am to 12:30pm. Interviewed Ms. Scott and child care staff member Brittany Peacock-Scott
03/03/2023	Contact – Second attempt, Telephone call made with Child A's Mother. She will send me medical paperwork and pictures of the injury.
03/04/2023	Contact - Document Received - Received video documentation of Child A's injury, including before and after treatment and stitches.

03/08/2023	Inspection Completed-BCAL Sub. Compliance
03/21/2023	Exit conference with Ms. Scott

ALLEGATION: On February 16, 2023, Child A (female, age 3) ran into the corner of a piece of equipment and had a cut above her eye, which required stitches. The center did not contact the parent or notify them of the injury.

INVESTIGATION:

On February 17, 2023, a complaint was received indicating that Child A was treated for stitches due to a head injury sustained while at the center earlier that day (approximately around 11:00am). Child A’s Mother wasn’t informed of the injury until she picked her up around 3:00pm that day when she was handed an “ouch report.” The center did not contact her to report the injury.

On February 18, 2023, the complainant provided me with information regarding Child A’s contact information from being treated at Hurley Hospital.

On February 23, 2023, I attempted an onsite inspection at 11:15am. The center was closed due to inclement weather. I then contacted program director and licensee Carolyn Scott. She stated that the center was closed. I requested Child A’s information card and attendance records from the day of the incident. Ms. Scott was unaware of Child A receiving any medical treatment because of the injury.

On March 01, 2023, I completed a subsequent unannounced onsite inspection at the center from 11:45am to 12:30pm. I interviewed Ms. Scott. She stated that she was working nearby in the kitchen when Child A was injured. She heard her crying and came in the room to see what had happened. Ms. Peacock-Scott explained to her that she had ran into the corner of the wooden play structure that is a mock telephone booth. She told her that she had seen her sort of trip when she got near it and hit her head right on her eyebrow. There was some immediate blood, but it stopped rather quickly. They rendered first aid, comfort and put a Band-Aid on it. Child A then proceeded to eat lunch, nap, and play again until her mother arrived. At no time did she express pain or discomfort. The band-aid didn’t bleed through, or else they would have realized it was a deeper cut or needed more medical treatment. The policy for injuries is to complete an ouch report unless it is a serious accident where there appears to be a broken bone or bleeding that will not stop. She doesn’t have a specific policy on head injuries. She indicated that she feels horrible about the injury and had no idea that Child A was taken for stitches later that evening. Her mother not called to report it and she hasn’t brought her back since then. She did try to call her but it didn’t go through.

On March 01, 2023, I interviewed Ms. Peacock-Scott. She corroborated much of Ms. Scott’s statements. She was in the room when Child A hit her head. Often times, she

will trip or run into things. Sometimes she is high energy and doesn't play attention to what she is doing. Ms. Peacock-Scott also assessed the wound after it happened and didn't think that it warranted additional medical treatment. Their policy is to complete an ouch report, which she did. She didn't call the parent because oftentimes they are at work and do not want to be bothered. She would contact a parent if they thought the wound was serious enough to need medical attention.

On March 01, 2023, I reviewed the center's accident/injury policy. It didn't specify what the protocol is when a child has an accident, injury, is bleeding, or has a head injury. It stated that an ouch report will be completed if a child is injured at the center. It didn't specify when the parent will be given the ouch report, other than they must review it and sign it. If a child becomes sick while at the center, the parents will be notified.

On March 01, 2023, I reviewed the ouch report. It stated that on February 16, 2023, at 11:15 am., Child A had hit her head and they gave her first aid and a band-aid.

On March 03, 2023, I interviewed Child A's Mother. She stated that she was not contacted when Child A was injured on February 16, 2023. When she picked her up, she immediately noticed that she had a Band-aid on. The staff member (she is not sure who) handed her an injury "ouch" report and said that she had ran into the corner of a piece of equipment, a wooden telephone booth used in the dramatic play area. She didn't think anything of it and believed their explanation. Sometimes Child A can be rambunctious so this wasn't surprising to her. After arriving home about an hour later, she took the band-aid off to look at the injury and could immediately tell that the injury was a deep cut. It was located right on her eyebrow. It looked like the wound had been punctured and it was split open. It was very shiny and white in the middle where the tissue was exposed. She rushed her to the emergency room at Hurley hospital, whereupon they took her back for immediate treatment and stitches. She feels that the center is a pretty good program, and there were no prior concerns until that time. However, there is no way that the staff could have looked at that wound and thought that it didn't need immediate treatment or assessment. In addition, the injury allegedly happened around 11:00 a.m. and she didn't pick her up until 3:00 p.m. that afternoon, which was about 2 hours earlier than her normal time fortunately. She wishes the staff had called her and informed her of the injury or sent a picture to her so she could determine the severity of the injury. Had she seen it, she would have known that medical treatment was needed immediately. She is upset with the whole situation and does not plan to send her Child A (or her younger sibling) back to the center. She did not inform Ms. Scott of the extent of the injury, because she is too angry to discuss it.

On March 21, 2023, I conducted an exit conference with Ms. Scott. I informed her of the violation and need for a corrective action plan. She was provided with technical assistance and guidance on how to revise her injury plans. I emailed her a sample policy.

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:	On February 16, 2023, Child A sustained a head injury at the center, which required medical attention. Although accidental, the center did not adequately assess the wound and the child remained at the center for several hours until medical treatment was sought.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.8155	Child accidents and incidents; child and staff illness.
	(1) A plan for when and how parents will be notified when the center observes changes in the child's health, a child experiences accidents, injuries, or incidents, or when a child is too ill to remain in the group shall be developed and implemented.
ANALYSIS:	The center's written policy did not address a plan for contacting parents when Child A sustained a bleeding head wound while at the center. Child A's Mother was not notified of the injury until she was given an ouch report several hours later.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt and approval of a correction action plan, I recommend no change to the status of the license.

Lisa Gundry

4/3/2023

Lisa Gundry
Licensing Consultant

Date

Approved By:

Crecendra Boone

4/03/2023

Crecendra Boone
Area Manager

Date