



STATE OF MICHIGAN  
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
 LANSING

GRETCHEN WHITMER  
 GOVERNOR

ORLENE HAWKS  
 DIRECTOR

May 3, 2022

Toby Berry  
 Community Action Agency  
 1214 Greenwood Ave  
 Jackson, MI 49203

RE: License #: DC300362501  
 Investigation #: 2022D0207006  
 Greenfield Early Childhood

Dear Ms. Berry:

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:

R 400.8140(1) Discipline.

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

- I interviewed program director, licensee designee, child care staff members and parents.
- I completed on-site inspections on the following date: 3/24/2022.

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.	<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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Charnell Lennox".

Charnell Lennox, Licensing Consultant  
Bureau of Community and Health Systems  
Unit 13, 7th Floor  
350 Ottawa, N.W.  
Grand Rapids, MI 49503

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT  
THIS REPORT CONTAINS QUOTED PROFANITY**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC300362501
<b>Investigation #:</b>	2022D0207006
<b>Complaint Receipt Date:</b>	03/22/2022
<b>Investigation Initiation Date:</b>	03/22/2022
<b>Report Due Date:</b>	05/21/2022
<b>Licensee Name:</b>	Community Action Agency
<b>Licensee Address:</b>	1214 Greenwood Ave Jackson, MI 49203
<b>Licensee Telephone #:</b>	Unknown
<b>Administrator:</b>	Toby Berry, Designee
<b>Licensee Designee:</b>	Toby Berry, Designee
<b>Name of Facility:</b>	Greenfield Early Childhood
<b>Facility Address:</b>	3471 Beck Road Hillsdale, MI 49242
<b>Facility Telephone #:</b>	(517) 437-3346
<b>Original Issuance Date:</b>	09/26/2014
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/26/2021
<b>Expiration Date:</b>	03/25/2023
<b>Capacity:</b>	36
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	Violation Established?
Child care staff member Nancy Adams pulled Child A by the arm and got in Child A's face.	No
Child care staff member Sam Beasley pulled Child B by the coat to get Child B from under a desk.	No

## III. METHODOLOGY

03/22/2022	Special Investigation Intake 2022D0207006
03/22/2022	Special Investigation Initiated - Telephone Spoke to Program Director Codi Benjamine.
03/24/2022	Inspection Completed On-site from 1:15 p.m. to 2:40 p.m. Interviews completed with program director Stacey Daniels, child care staff members Sam Beasley, Nancy Adams and Trista Rink.
03/24/2022	Contact - Telephone call made Phone call and messages left for Child A's mother, Child B's mother, Child C's mother, Child D's mother and Child E's mother and Child F's mother.
03/24/2022	Contact - Telephone call received Phone call from Child C's mother, Child D's mother and Child E's mother.
3/25/2022	Contact-Telephone call from Child B's mother and Child F's mother.
04/05/2022	Contact - Telephone call made Phone call to Child A's mother. Left a message.

04/13/2022	Contact - Telephone call made Phone call to Child A's mother. Left a message.
04/26/2022	Contact - Telephone call made Phone call to Child A's mother. Left a message.
5/5/2022	Exit Conference-Completed with Licensee Designee Katie Wimmer.

**ALLEGATION:** Child care staff member Nancy Adams pulled Child A by the arm and got in Child A's face.

**INVESTIGATION:** On 3/22/2022 I spoke to program director Codi Benjamin. Ms. Benjamin reported that child care staff member Trista Rink called to let her know that Child A's parent called and said that she was concerned with what she saw during pick up time on 3/15/2022. Child A's mother reported to Ms. Rink that she witnessed child care staff member Nancy Adams pull Child A by the arm when trying to get her coat on, and then got in her face telling her to listen. Child A's mother reported that she knew Child A was having a hard week with her behaviors at home and thought she was also displaying those behaviors in the classroom. Child A's mother did not think much about it until later that evening and then decided to call Ms. Rink, the classroom supervisor to discuss the concern. Ms. Rink reported to Ms. Benjamin that Child A had not been having any unusual behaviors, and she did not witness Ms. Adams being inappropriate in her treatment of Child A.

On 3/24/2022 I completed an onsite inspection and interviews with child care staff members Ms. Adams and Ms. Rink and program director Stacey Daniels. Ms. Adams reported that last week she was helping Child A get her coat on for pick up time, and Child A was hurried and acting silly and tried to pull away from her when she saw her mother in the doorway. Child A's coat was not fully on yet, so Ms. Adams still had a hold of the one arm that was in the sleeve and told Child A "not yet, we have to get your coat on". Ms. Adams then put Child A's other arm in the sleeve and crouched down to help Child A zip the coat. Child A's mother did not appear upset and walked away telling the child to "knock that shit off". Ms. Adams was unsure what she was referring to, other than Child A was acting a little hyper and running just a little bit ahead of mom. Ms. Adams denied pulling Child A's arm in anyway and denied getting in Child A's face for discipline. Ms. Adams believes that from where mom was standing in the doorway, she saw her crouch down to zip Child A's coat and thought she was disciplining Child A for pulling away when attempting to get the coat on. Ms. Adams reported that for discipline they re-direct the children to a new activity or explain feelings and guide them through them.

Ms. Rink reported that she was in the classroom when mom picked Child A up and she never had any concerns with the way Ms. Adams handled Child A. She said that Child A does have issues at drop off time, with not wanting mom to leave so she believes she was anxious to be picked up when Child A saw mom in the doorway and was just in a hurry. Ms. Rink has never been concerned with the way Ms. Adams disciplines or handles children. She did not witness Ms. Adams get into Child A's face for anything. Ms. Rink reported that they use re-direction as a way to deter unwanted behavior. The discipline policy for the classroom was reviewed. The policy stated that re-direction and talking through emotions would be utilized.

Ms. Daniels was not present during the pickup time on 3/15/2022 and reported that she has never had any concerns with the way Ms. Adams disciplines the children and does not believe that Ms. Adams was really even disciplining, just handling Child A being a little rambunctious and, in a hurry, to greet her mom at the door.

Child A's mother could not be reached for interviews after several contact attempts on 3/24/2022, 4/05/2022, 4/15/2022 and 4/26/2022. I spoke to Child C's mother. She reported that she has always been very comfortable with Child C's child care staff members and Child C loves to attend school. She had no concerns to bring to the department's attention.

I also spoke to Child D's mother on 3/24/2022. She reported that Child D has never told her anything concerning about the classroom, and she is very happy with the care her child receives.

Child B's mother, Child E's mother and Child F's mother were not interviewed regarding this allegation because their children are not enrolled in this classroom.

<b>APPLICABLE RULE</b>	
<b>R 400.8140</b>	<b>Discipline.</b>
	<b>(1) Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.</b>
<b>ANALYSIS:</b>	Positive methods of discipline are used in the classroom such as re-direction.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:** Child care staff member Sam Beasley pulled Child B by the coat to get Child B from under a desk.

**INVESTIGATION:** On 3/24/2022 I completed an onsite inspection and interviews with child care staff members Sam Beasley and program director Stacey Daniels. Ms. Daniels reported that she was present for the incident that happened on 3/15/2022 after Child B was dropped off by his mother. Child B had been having a very difficult morning and Child B's mother let her and Ms. Beasley know this. Child B immediately ran under one of the child care staff members' desk to hide. Ms. Beasley pulled the chair out from the desk, and it caught on the nearby area rug, and tipped over. Ms. Daniels reported that Ms. Beasley was not being aggressive when she pulled the chair away, it just caught on a wheel and tipped. Ms. Beasley then tried to coax Child B out from under the desk, and he refused to come out. Ms. Beasley then attempted to pick Child B up by placing her hands under his armpits and his coat was not zipped so he slid out of his coat. At this point Ms. Beasley let him sit under the desk for a while and try to regulate himself. Ms. Daniels said he had behavior issues the remainder of the day. She did not have any concerns for the

way that Ms. Beasley handled the situation and said Ms. Beasley did not raise her voice or disciplined Child B in anyway.

Ms. Beasley reported that when Child B came into the classroom, he was having behavior issues already, and Child B's mom said it had been a difficult morning for him. Ms. Beasley said that Child B went immediately under her desk to hide and refused to come out. She knew there were cords under there and did not think it was safe for him to remain there. Child B had pulled the chair back under the desk when he went under, so she pulled the chair out from under the desk. The chair is on wheels and one of the wheels caught the edge of a nearby area rug and tipped on its side. She then picked the chair back up and tried to get Child B from under the desk to play with his friends. Child B still refused so when he turned his back to her, she put her hands under his armpits in an attempt to lift him from under the desk. Child B slide out of his coat and continued to refuse to come from under the desk. Not wanting to further upset him, she decided to keep an eye on him until he was ready to come out, which a few minutes later he did. She reported that for the remainder of the day Child B had a difficult time until after rest time. For discipline they re-direct the children and do emotion coaching (talking a child through what they are feeling). The discipline policy for the classroom was reviewed. The policy stated that re-direction and talking through emotions would be utilized.

On 3/24/2022 I spoke to E's mother. She reported no concerns with the child care staff members in Child E's classroom. She recently moved from a different area, and is much happier with the care Child E receives in this facility compared to the other state she lived in.

On 3/25/2022 I spoke to Child B's mother and Child F's mother. Child B's mother reported that Child B can sometimes have difficulty regulating himself and transitioning into the classroom, especially if he is tired. She believes this is what happened on 3/15/2022 and she has no concerns for the way the child care staff members handled the situation. She was impressed that the agency program director even called to discuss it with her. She has no concerns to bring to the department's attention and Child B will continue to be enrolled in the classroom.

Child F's mother reported that she is very happy with the care her child gets at the facility and had no concerns to discuss with the department.

Child A's mother, Child C's mother and Child D's mother were not interviewed regarding this allegation because their children are not enrolled in this classroom.

<b>APPLICABLE RULE</b>	
<b>R 400.8140</b>	<b>Discipline. (1) Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.</b>
<b>ANALYSIS:</b>	Positive methods of discipline are used. The classroom utilizes re-direction and talk children through their emotions for discipline.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

#### IV. RECOMMENDATION

I recommend no change in the license status.

*Charnell Lennox*

5/3/2022

Charnell Lennox  
Licensing Consultant

Date

Approved By:

*Yolanda Sims*

5/3/2022

Yolanda Sims  
Area Manager

Date