



STATE OF MICHIGAN
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 LANSING

GRETCHEN WHITMER
 GOVERNOR

ORLENE HAWKS
 DIRECTOR

April 19, 2021

Tanya Zoro
 Childtime Childcare, Inc.
 Suite 100
 21333 Haggerty Road
 Novi, MI 48375

RE: License #: DC330020819
 Investigation #: 2021D0108006
 Childtime Children Ctr Sparrow

Dear Ms. Zoro:

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 400.8380 (2)	Maintenance of premises.
-----------------------	---------------------------------

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, and caregivers.
- I completed on-site inspections on the following dates: 01/12/2021, 02/10/2021, 02/19/2021, 03/04/2021, and 03/22/2021.

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

R 400.8380 (1)	Maintenance of premises.
R 400.8380 (2)	Maintenance of premises.
R 400.8380 (4)	Maintenance of premises.
R 400.8345 (4)	Water Supply; plumbing.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 05/09/2021. 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"/>

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) 284-9727.

Sincerely,



Monica Sturdivant, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

Enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	DC330020819
Investigation #:	2021D0108006
Complaint Receipt Date:	01/07/2021
Investigation Initiation Date:	01/07/2021
Report Due Date:	03/08/2021
Licensee Name:	Childtime Childcare, Inc.
Licensee Address:	21333 Haggerty Road, Ste 100 Novi, MI 48375
Licensee Telephone #:	Unknown
Administrator:	Tanya Zoro, Designee
Licensee Designee:	Tanya Zoro, Designee
Name of Facility:	Childtime Children Ctr Sparrow
Facility Address:	920 Jerome Street Lansing, MI 48912
Facility Telephone #:	(517) 364-3923
Original Issuance Date:	08/01/1990
License Status:	REGULAR
Effective Date:	08/05/2020
Expiration Date:	08/04/2022
Capacity:	117

Program Type:	CHILD CARE CENTER
----------------------	-------------------

II. ALLEGATION(S)

	Violation Established?
The facility has an infestation of mice.	Yes
Additional Findings	Yes

II. METHODOLOGY

01/07/2021	Special Investigation Intake 2021D0108006
01/07/2021	Special Investigation Initiated - Telephone Additional information obtained from complainant
01/12/2021	Inspection Completed On-site Onsite 1:54pm-2:45pm Interview Jamie Lindeman, Program Director Interview staff members: Chanel Logan Melissa Saucedo Emily Hanson Rani El-Amin Samantha Hill
02/10/2021	Inspection Completed On-site Onsite from 11:55am-12:35pm Interview with: Child care staff members: Kerri Stiver Nicole Crampton Shirley Green
02/19/2021	Inspection Completed On-site Onsite from 12:45pm-1:50pm Interview with staff members: Shirley Green Emily Hanson Champaign Thurman Program Director: Jamie Lindeman

02/22/2021	Inspection Completed On-site with Child Care Area Manager, Erika Bigelow Onsite from 11:00am-12:30pm Interview with: Kathleen Conroy, Licensee Designee Jamie Lindeman, Program Director
03/04/2021	Inspection Completed On-site with Child Care Area Manager, Erika Bigelow Onsite from 10:10am-10:31am Interview with staff members: Melissa Saucedo Kerri Stiver Program Director Jamie Lindeman
03/22/2021	Inspection Completed On-site with Child Care Area Manager, Erika Bigelow Onsite from 10:07am-10:32am
03/22/2021	Exit Conference
04/12/2021	Inspection Completed-BCAL Sub. Compliance
04/13/2021	Corrective Action Plan Requested and Due on 05/05/2021

ALLEGATION: The facility has an infestation of mice.

INVESTIGATION: On 01/07/2021, I conducted a phone interview with the complainant. The complainant stated that there are mice in the child care building, and they have been there for a while. The complainant stated that they were aware that two mice were caught in the facility. The most recent incident included a grey mouse running behind the refrigerator in the infant classroom. It was also reported that mouse droppings were found in the toddler classroom. Droppings were also found in the pantry next to the kitchen.

On 01/08/2021, I conducted an onsite inspection at the child care center. During the onsite inspection I completed an interview with Program Director, Jamie Lindeman. Ms. Lindeman stated the staff member reported seeing a mouse in the infant room but there had not been multiple reports of seeing mice. She did report; however, that there were reports of mouse droppings found in various areas of the child care center. Ms. Lindeman stated that after the staff members reported seeing the mouse and mouse droppings, she requested that all staff conduct extra cleanings in the room to assist in eliminating items that draw mice.

During this onsite inspection I observed the areas of the child care center where mice and mouse droppings were observed. The findings are documented below:

- In the kitchen there were mouse traps observed on two shelves. No mouse droppings were observed in the kitchen during this inspection.
- In the infant classroom mouse droppings were observed in three drawers of a dresser placed in the back of the classroom. Mouse droppings were observed behind the refrigerator in the front of the classroom.
- In the toddler classroom mouse droppings were observed behind the refrigerator in the front of the classroom. More mouse droppings were observed on the floor in the bathroom adjoining the infant 1 and toddler classrooms.
- In the “two’s” classroom mouse droppings were found on the storage room floor in the front of the classroom.

While I was onsite for the inspection, I conducted brief interviews with the child care staff members.

Staff member, Chanel Logan, stated that the week prior to my inspection, she was feeding a child and saw a mouse in the infant classroom. She stated that the mouse ran into a plastic tub that was by the refrigerator. The plastic tub was later moved out of the infant room. Ms. Logan also stated that she had found mouse droppings in the dresser that they used to store children’s toys and clothing in the infant room. She added that the dresser was to be removed from the room.

Staff member, Melissa Saucedo, stated that she works in the kitchen, but also works in the classrooms when needed. She stated that she was absent from the child care center for 14 days but when she returned, she saw mouse traps “everywhere” in the kitchen. She added that she saw a mouse run from under the kitchen sink. She also stated that she saw a mouse crawl in the food shelves.

Staff member Emily Hanson stated that she saw mouse droppings when she moved the rocking chair in the toddler classroom. She was aware that other staff members have seen droppings in the infant room, but she has not seen them in the toddler room.

During the interviews with staff members, Rani El-Amin, and Samantha Hill both denied seeing mice or mouse droppings in the child care center.

On 02/10/2021, I conducted an onsite inspection at the child care center. During the inspection, I conducted a follow-up interview with Ms. Lindeman. Ms. Lindeman stated that she put in a work order to have an exterminator come to the child care center. She stated that after placing the work order the exterminator came and completed a thorough evaluation of the building to identify where the mice were gaining access to the inside of the building. The exterminator then filled the holes on the outside of the

building and did a “massive” bait and trap. During this interview, Ms. Lindeman stated that she had no other reports of mouse sightings since the exterminator came.

During this onsite inspection I conducted brief interviews with child care staff members.

Staff member, Kerri Stiver, stated that she came into the child care center on Monday 02/08/2021 and saw a mouse in a mouse trap that was set by the exterminator that previous weekend. She stated that she saw mouse droppings and heard noises after the traps were set.

Staff member, Nicole Crampton, stated that she saw mouse droppings when cleaning out cabinets. She also saw a mouse caught in one of the mouse traps.

Staff member, Shirley Green, stated that she saw mice in the building, specifically near the office. She stated that she also saw mouse droppings in the toddler room and in the bathroom between the toddler and infant room. Ms. Green added that her main concern is that the children are exposed to areas and items that the mice have touched. She fears that it may have caused some of the children to have rashes. Ms. Green explained that the center is cleaned by a cleaning service every night. She indicated that the cleaners are expected to sweep and mop the floors and take the trash out; however, when she opens in the morning these things have not been done. Ms. Green believes this may be contributing to the mouse issue.

During the onsite inspection on 02/10/2021, the following observations were made:

- In the infant classroom, mouse droppings were observed behind the refrigerator. A mouse trap was placed under a crib in the back of the classroom and the dresser that was previously back there had been removed.
- Mouse droppings were observed in the toddler classroom behind the refrigerator and on the floor in the bathroom connecting the infant and toddler rooms.
- Mouse droppings were observed in the “two’s” classroom on the floor of the storage room.

On 02/19/2021, I conducted an unannounced inspection at the child care center. After observing mouse droppings in the same areas, I asked the staff members about their cleaning routine.

Staff member, Shirley Green, again stated that the staff members clean and sanitize their classrooms throughout the day, but the heavy cleaning is done at night by a cleaning service. I asked Ms. Green if she knows if the areas that contained mouse droppings were cleaned and she stated that she did not think they had been. Specifically, Ms. Green identified the bathroom between the infant and toddler classroom as not being cleaned by the cleaners. She indicated that while there were new mouse droppings in the bathroom, the old droppings had not been cleaned so it was difficult to determine if the mouse issue was getting better. Ms. Green further

explained that the staff members have been taking extra steps to ensure that the children's equipment was sanitary, but this was not being driven by the administration for the child care center. She indicated that some of the staff members were placing dishes in plastic containers to avoid contact with mice. Additionally, the staff members were sweeping, and mopping, and checking areas where mice were seen to ensure that the children have no contact with mouse droppings. Ms. Green also pointed out that the staff members working in the early preschool, preschool, and Pre-kindergarten rooms also saw mouse droppings in their classrooms although this was not previously reported.

Staff member, Emily Hanson, reported seeing mouse droppings in the drawers under the cribs in the toddler classroom. She also had concerns about the cleanliness of the areas under the diaper pads, as she felt this was an area that would attract mice.

Staff member, Champaign Thurman, stated when she arrives for her shift, she always inspects the toy shelves as mouse droppings were found on the shelves overnight. Another staff member in that classroom, Andrea Smith, also explained that the mouse droppings in the storage room have been there for a long time. She stated that she does not believe that the storage room is cleaned by the cleaners.

During the onsite inspection on 02/19/2021, the following was observed:

- In the infant classroom, mouse droppings were observed behind the refrigerator.
- Mouse droppings were observed in the toddler room behind the refrigerator and on the floor in the bathroom connecting the infant and toddler rooms. There were also mouse droppings observed under two crib drawers.
- Mouse droppings were observed in the "two's" classroom on the floor of the storage room.
- In the kitchen there was a mouse trapped between the refrigerator and the kitchen counter. There were mouse droppings on the floor surrounding the mouse trap.

Before leaving the child care center I spoke with Program Director, Jamie Lindeman. I explained my concern about the cleanliness of the facility as I was not able to determine if the mouse droppings were decreasing as the area where droppings were found had not appeared to be cleaned. Ms. Lindeman confirmed that a cleaning company was contracted to clean the child care center overnight. She stated that she would talk to the contractor to ensure that the center is cleaned as expected. Ms. Lindeman also confirmed that the exterminator continued to monitor the child care center for mice.

On 02/22/2021, Child Care Area Manager, Erika Bigelow, and I conducted an onsite inspection at the child care center. During the onsite inspection, the following was observed:

- There were mouse droppings observed behind the refrigerator in the infant classroom.

- The staff members in the toddler room were clearing out equipment in the classroom as it had been exposed to mouse droppings. Staff members were throwing out the crib drawers and mouse droppings were observed in the drawers that were placed in the trash. Mouse droppings were also observed behind the refrigerator in the classroom.
- In the “two’s” room, mouse droppings were observed on the floor of the storage room in the front of the classroom. Mouse droppings were also observed on the toy shelves in the classroom.
- In the preschool classroom, mouse droppings were observed in the bathroom behind a small plastic storage tower.
- No mouse droppings were observed in the pre-kindergarten classroom, but the staff members reported that the ceiling tiles have what appeared to be bite marks on several corners.
- In the kitchen, there were mouse droppings observed on the bottom shelf on the food serving cart. Mouse droppings were also observed on several shelves used to store food containers. A mouse trap surrounded by mouse droppings was again observed in the kitchen between the sink and counter.

During this onsite inspection, Mrs. Bigelow and I conducted a brief interview with Ms. Lindeman and Licensee Designee, Kathleen Conroy. Ms. Conroy stated that Ms. Lindeman has kept her updated about this investigation. Ms. Conroy stated that she and Ms. Lindeman were planning to get the center deep cleaned. She stated that the goal was to do a thorough cleaning of the child care center including sweeping, mopping, vacuuming, and sanitizing all other surfaces. Ms. Conroy stated that she hoped to have the deep cleaning done that upcoming weekend. Regarding the regular cleaning of the building, Ms. Conroy stated the center currently has a contract with a cleaner. She explained that it included one person who came to the center and cleaned every night. Ms. Conroy indicated that she and Ms. Lindeman had discussions about the concerns with the cleanliness of the child care center and they agreed that they would transition to have the staff members “self-clean” their classrooms throughout the day and complete a more thorough cleaning at closing. At the end of the discussion, it was decided that Ms. Conroy and Ms. Lindeman would write a plan detailing the steps that they are taking to address the cleanliness of the center and the mice.

On 02/24/2021, Ms. Conroy provided a cleaning plan via email. She indicated that the Sparrow Childtime team will complete a deep clean and declutter the center on 2/27/2021. In addition, the child care staff members will complete an additional cleaning process nightly. The complete deep cleaning of the center was requested to be completed by a company by the name of “USM.” The deep clean had not been scheduled at the time that Ms. Conroy sent the email. Once the USM cleaning company’s deep clean was completed the plan was for this company to continue cleaning nightly to ensure all areas of cleaning are met to satisfaction. This would occur for a minimum of 30 days with the option to extend as needed.

Regarding the mice, the plan detailed the following:

“Orkin had completed a prior treatment. Orkin was scheduled to return 2/26/21 to set mass traps and reset all traps / stations in the ceiling. Orkin is scheduled to return 2/28/21 to do a complete cleanup of the findings and determine additional immediate needs. Director and Assistant Director will complete walk through of the school to ensure no droppings and safety.”

On 03/01/2021, Ms. Conroy provided an additional update. Ms. Conroy stated that the deep cleaning was taking place and she provided photos documenting the progress. She also stated the “Orkin was also at the school this morning. They have set some additional traps and will return tomorrow to empty and set traps ensure the traps were not accessible to the children.”

On 03/01/2021, Ms. Lindeman emailed me the work order from Orkin. The order detailed the following:

“On Friday Feb 5th myself and another employee set up a plethora of traps both snap traps and glue boards. 4 glue boards and 5 snap traps were set in each of the 6 classrooms by entry doors and sinks. In each of the 3 mechanical rooms we put 2 snap traps and 2 glue boards. We put 2 snap traps and 2 glue boards in the Pantry and the Kitchen. In the drop ceiling we put 5 snap traps in both the kitchen and pantry as well as 2 bait stations. Total number of snap traps was 50 and total number of glue boards was 30. We also used excluder which is similar to a copper mesh but more effective in keeping out mice, to seal up 3-5 areas on the exterior to keep mice from getting in. On Monday Feb 8 we stopped by early in the AM to remove traps and glue boards from the classrooms and check on all other trap and bait. On the initial trap placement, we found droppings in mechanical rooms as well as in the kitchen behind refrigerators and under sink. Most of the food in the pantry is in plastic containers which is a very good practice to keep mice from getting into. There are moisture concerns in the kitchen as well as food debris that could be an issue with drawing mice into those areas. Some of the mechanical rooms have some clutter that could be fixed. There are bats of insulation in the drop ceiling that could act as a nesting place for mice. In the past few weeks, we have reached a temp where there is not any mouse movement from outside trying to get in. However, with the amount of insulation in the drop ceiling mice could have gotten in and made nests which we can draw out with traps and bait.”

On 03/04/2021, Mrs. Bigelow and I conducted an onsite inspection at the child care center. During the onsite inspection we conducted an interview with Ms. Lindeman. Ms. Lindeman stated that staff members came in the building to complete a deep cleaning on 03/01/2021. She stated that they cleared so many items that they filled a dumpster. Ms. Lindeman added that Orkin also came out during the deep cleaning to complete a trapping but was not able to finish due to the cleaning taking place. She added that Orkin will return that weekend to complete the process. She indicated that he checked the ceiling tiles as well and will place traps when he returns. Ms. Lindeman stated that USM will complete “disaster cleaning” on Sunday which will include

scrubbing windows and other surfaces. She added that the staff members have also started self-cleaning and she is completing a walkthrough of the facility to ensure the cleaning tasks are completed. Ms. Lindeman also stated that since my last onsite inspection, no caregivers have reported seeing mice or mouse droppings in the classrooms. She stated that a staff member had seen mouse droppings in the laundry room, but that room has since been cleaned and sanitized. Ms. Lindeman stated that she has informed the Orkin exterminator about where the droppings are seen to ensure that traps are set in those spaces.

During this onsite inspection, I also followed up with staff members Melissa Saucedo and Kerri Stiver. Both staff members have reported that they have not seen mouse droppings since my last inspection.

During the inspection of the facility, the following was observed:

- In the infant classroom mouse droppings were observed behind the refrigerator in the front of the classroom.
- In the toddler classroom mouse droppings were observed behind the refrigerator in the front of the classroom.
- In the kitchen, the mouse trap surrounded by mouse droppings was again observed between the sink and counter.

Prior to leaving the facility, Mrs. Bigelow and I informed Ms. Lindeman of our findings. We suggested that she inform the Orkin exterminator that mouse droppings were consistently observed in those spaces even after these spaces were cleaned. Ms. Lindeman again ensured us that she would inform the exterminator so that these areas were treated.

On 03/22/2021, Mrs. Bigelow and I conducted a final unannounced inspection of the child care center to observe the progress after all components of their plan have been implemented. During this inspection we did not observe mouse droppings in any of the areas where they were previously seen.

APPLICABLE RULE	
R 400.8380	Maintenance of premises.
	(1) The premises must be maintained in a clean and safe condition and must not pose a threat to health or safety.
ANALYSIS:	It did not appear that some areas in the child care center had been swept and mopped as the mouse droppings on the floor remained there throughout repeat inspections.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.8380	Maintenance of premises.
	(2) The premises must be maintained so as to eliminate and prevent rodent and insect harborage.
ANALYSIS:	A mouse was observed in the infant room during child care hours. During several onsite inspection's mouse droppings were observed in various areas of the child care center.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: During the inspection on 02/19/2021, I observed the following as I completed my inspection:

- The sink area in the preschool classroom appeared to not have been cleaned for some time as there was an accumulation of dirt and soap collecting on the wall and the floor near the handwashing sink.
- The handwashing sink in the pre-kindergarten classroom had an unknown build up on the walls of the sink.

During the inspection on 02/22/2021, the following was observed:

- The diaper tables had accumulated food dirt, and other objects under the diaper pad in both the infant and toddler classrooms. The diaper table in the toddler room also had a hole in the plastic shelf that holds the diaper pad.

APPLICABLE RULE	
R 400.8380	Maintenance of premises.
	(1) The premises must be maintained in a clean and safe condition and must not pose a threat to health or safety.
ANALYSIS:	During several onsite inspections at the child care center, it appeared that several surfaces that are frequently used by the children had not been cleaned as they were observed to be inoperable or in need of cleaning.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: During the inspection on 02/19/2021, I observed two panels of the ceiling in the "two's" room that collapsed and fell to the floor of the room causing water

to leak on the floor. A large section of the room was blocked off, so the children had no access to this area.

Staff member Champaign Thurman reported that the leak in the toddler room started the prior day, 02/18/2021, as the ceiling tiles had brown water marks. She stated that she made Ms. Lindeman aware of the leak. She added that the staff members who opened on 02/19/2021, came in the morning and found the ceiling had fallen to the floor.

APPLICABLE RULE	
R 400.8380	Maintenance of premises.
	(4) Floors, interior walls, and ceilings must be kept in sound condition, good repair, and maintained in a clean condition.
ANALYSIS:	A leak starting in the roof caused the ceiling in the toddler room to collapse and leak into the children's play area.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: During the inspection on 02/22/2021, Mrs. Bigelow and I observed the cold-water handle on the handwashing sink in the pre-kindergarten bathroom was inoperable. A staff member reported that the handle had not worked for "months".

APPLICABLE RULE	
R 400.8345	Water Supply; plumbing.
	(4) All plumbing fixtures and water and waste pipes must be properly installed and maintained in good working condition.
ANALYSIS:	The cold-water handle on the handwashing sink in the pre-kindergarten bathroom was inoperable.
CONCLUSION:	VIOLATION ESTABLISHED

III. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend that the license remain unchanged, and the special investigation be closed.



Monica Sturdivant
Licensing Consultant

Date

04/19/2021

Approved By:



Erika Bigelow
Area Manager

Date

04/19/2021