



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL
LANSING

MICHELLE RICHARD
ACTING DIRECTOR

1/17/2024

Rainbow Child Development Center - Okemos
REE Midwest, Inc.
1742 Crooks Rd,
Troy, MI, 48084

License Number: DC330294579
Special Investigation Number: SI-00079721

Dear Ms. Wills,

I conducted a special investigation because the child care licensing bureau 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.
R 400.8140(2)(d)	Inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child.

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

- I interviewed: Program director Jessica Wills, Child Care Staff Member 2, 3, 4, and 5 and Child A's Mother.
- I completed on-site inspections on the following dates: 11/20/2023.

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

Rule/Law Number	Rule Description
R 400.8140(2)(a)	Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
R 400.8140(2)(d)	Inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child.

R 400.8125(5)

A written statement must be signed and dated by staff and volunteers at the time of hiring or before volunteering indicating all of the following information:

- a) The individual is aware that abuse and neglect of children is against the law.
- b) The individual has been informed of the center's policies on child abuse and neglect.
- c) The individual knows that all staff and volunteers are required by law to immediately report suspected abuse and neglect to children's protective services.

Due to the violations, you must send us a [corrective action plan](#) by 2/06/2024. You can use our corrective action plan form or create your own.

If you need help writing the corrective action plan, please contact licensing consultant Kathryn Curreathers at 248-860-3127 or curreathersk@michigan.gov. 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 this report for accuracy and contact your consultant, Kathryn Curreathers at 248-860-3127 or curreathersk@michigan.gov. In the event that Kathryn Curreathers is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Kathryn Curreathers". The signature is written in dark ink and is positioned above the printed name.

Kathryn Curreathers, Licensing Consultant

Enclosure

**MICHIGAN DEPARTMENT OF LIFELONG EDUCATION,
ADVANCEMENT AND POTENTIAL
CHILD CARE LICENSING BUREAU**

Report Type: Special Investigation Report

Date of Report: 1/17/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00079721	11/16/2023
Investigation Initiation Date	Report Due Date
11/18/2023	1/20/2024
License Number	Licensee Name(s)
DC330294579	REE Midwest, Inc.
Facility Name	Licensee Designee(s)
Rainbow Child Development Center-Okemos	Jessica Wills
Program Type	Central Administrator(s)
Center	N/A
Capacity	Program Director(s) Name
108	Jessica Wills Qualifications: R400.8113 (7)(a) and (9). Date PD Approved: 12/1/2022.
Facility Address	Mailing Address
3682 Okemos Rd., Okemos, MI, 48864	1742 Crooks Rd, Troy, MI, 48084
Facility Phone Number	Facility Email Address
5173471919	jessica.wills@kindercare.com
Original License Issuance Date	License Status:
4/14/2008	Regular
License Effective Date:	License Expiration Date:
4/12/2022	4/11/2024

ALLEGATION(S)

	Violation Established?	
Child Care Staff Member 1 was observed aggressively making Child A sit down. Child Care Staff Member 1 grabbed Child A by the arm and very harshly sat her down.	Yes	
Child Care Staff Member 1 uses a loud harsh tone with children.	Yes	
Additional Finding: Child Care Staff Members did not operate as mandated reporters when they observed Child Care Staff Member 1 using inappropriate discipline with children in care.	Yes	

METHODOLOGY

Date	Activity
11/18/2023	Special Investigation Case Created SI-00079721
11/20/2023	Special Investigation Initiated via On-site From 10:15 AM to 11:00AM Interviewed program director Jessica Wills.
11/29/2023	Contact – Phone Call Made Interviewed Child Care Staff Member 3.
11/29/2023	Contact – Phone Call Made Left message for Child Care Staff Member 1.
11/29/2023	Contact – Phone Call Made Left message for Child Care Staff Member 2.
11/29/2023	Contact – Phone Call Received Interviewed Child Care Staff Member 5
11/29/2023	Contact – Phone Call Received Interviewed Child Care Staff Member 4
11/29/2023	Contact – Phone Call Made Left message for Child A's Mother.
11/30/2023	Contact – Phone Call Received Interviewed Child Care Staff Member 2
12/1/2023	Exit Conference with program director Jessica Wills
12/1/2023	Contact – Phone Call Received Interviewed Child A's Mother
12/1/2023	Exit Conference with Jessica Wills.

ALLEGATION: Child Care Staff Member 1 was observed aggressively making Child A sit down. Child Care Staff Member 1 grabbed Child A by the arm and very harshly sat her down.

INVESTIGATION:

Program director Jessica Wills stated that Child Care Staff Member 2 notified her that she witnessed an incident a couple of weeks ago during the first week in November 2023, where Child Care Staff Member 1 aggressively made Child A (female, age 1 year) sit down on the floor. Child A did not sustain any injuries, but she was crying. Child Care Staff Member 1 was also observed raising her voice at children using a harsh tone. Ms. Wills stated that she terminated Child Care Staff Member 1 after speaking with other child care staff members who also reported that Child Care Staff Member 1 was aggressive with children either physically or verbally. Child Care Staff Member 1 denied the allegations, admitting that she sometimes raised her voice but denied handling children aggressively. Child Care Staff Member 1 worked in the Toddler 1 classroom with children aged 1 year to 2 ½ years. Ms. Wills stated that there are cameras in the classrooms, but they do not record. Ms. Wills stated that she has done extensive

retraining on being a mandated reporter since none of the child care staff members who witnessed Child Care Staff Member 1's behavior made a report.

Child Care Staff Member 2 stated that she has witnessed Child Care Staff Member 1 trying to leave the room. Child A (female, age 1 year) was standing by the door and Child Care Staff Member 1 picked Child A up by the forearms and slammed Child A to the ground. Child A was not physically injured.

Child Care Staff Member 3 stated that she has witnessed Child Care Staff Member 1 yelling at the children to quiet down but she has never witnessed Child Care Staff Member 1 being physically aggressive with children.

Child Care Staff Member 4 has observed Child Care Staff Member 1 aggressively grabbing children by the arm to lead them away.

Child Care Staff Member 5 has seen Child Care Staff Member 1 pick up a crying child roughly and carry them to another part of the room and put them down. Child Care Staff Member 5 stated that the child's legs were swinging while Child Care Staff Member 1 was carrying the child. Child Care Staff Member 5 has heard Child Care Staff Member 1 yelling at children. A child was sitting by the door crying and Child Care Staff Member 1 yelled at the child to stop crying instead of trying to console them. Child Care Staff Member 5 doesn't remember who the children were because she doesn't work in the Toddler 1 classroom often.

Child A's Mother stated that she was informed by Ms. Wills that a child care staff member was observed roughly pulling Child A down into circle time. Child A's Mother stated that Child A very much enjoyed being cared for by Child Care Staff Member 1. Child A's Mother stated that she was very shocked and hoped that this was just a misunderstanding. Child A's Mother stated that she has never seen any injuries on Child A.

I attempted to contact Child Care Staff Member 1 but did not receive a return call.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8140(2)(a)	Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
ANALYSIS:	Child Care Staff Member 1 used prohibited physical discipline when she aggressively picked up Child A and sat her down roughly on the floor.
CONCLUSION:	Repeat Violation Established Reference: 4/11/2021: Violation Established.

ALLEGATION: Child Care Staff Member 1 uses a loud harsh tone with children.

INVESTIGATION:

Program director Jessica Wills stated that Child Care Staff Member 1 was observed raising her voice at children using a harsh tone. Ms. Wills stated that she terminated Child Care Staff Member 1 after speaking with other child care staff members who also reported that Child Care Staff Member 1 was aggressive with children either physically or verbally. Child Care Staff Member 1 denied the allegations, admitting that she sometimes raised her voice but denied handling children aggressively. Child Care Staff Member 1 worked in the Toddler 1 classroom with children aged 1 year to 2 ½ years. Ms. Wills stated that there are cameras in the classrooms but they do not record.

Child Care Staff Member 2 stated that she has witnessed Child Care Staff Member 1 yelling at children saying things like “are you freaking kidding me?” instead of using positive redirection.

Child Care Staff Member 3 stated that she has witnessed Child Care Staff Member 1 yelling at the children to quiet down but she has never witnessed Child Care Staff Member 1 being physically aggressive with children.

Child Care Staff Member 4 heard Child Care Staff Member 1 telling her own child that is in the toddler room that she would spank her if they were at home.

Child Care Staff Member 5 has heard Child Care Staff Member 1 yelling at children. A child was sitting by the door crying and Child Care Staff Member 1 yelled at the child to stop crying instead of trying to console them. Child Care Staff Member 5 doesn’t remember who the children were because she doesn’t work in the Toddler 1 classroom often.

Child A’s Mother stated that she was informed by Ms. Wills that a child care staff member was observed roughly pulling Child A down into circle time. Child A’s Mother stated that Child A very much enjoyed being cared for by Child Care Staff Member 1. Child A’s Mother stated that she was very shocked and hoped that this was just a misunderstanding. Child A’s Mother stated that she has never seen any injuries on Child A.

I attempted to contact Child Care Staff Member 1 but did not receive a return call.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8140(2)(d)	Inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child.

ANALYSIS:	Child Care Staff Member 1 was observed yelling at children and using harsh tones with them.
CONCLUSION:	Repeat Violation Established Reference: 5/16/2021: Violation Established.

ADDITIONAL FINDING:

INVESTIGATION:

Program director Jessica Wills stated that none of the child care staff members who reported observing Child Care Staff Member 1 using inappropriate discipline with Child A or other children in care made a report of what they observed. Ms. Wills stated that she will be doing extensive retraining on being a mandated reporter. Child Care Staff Member 2, 3, 4 and 5 all reported witnessing Child Care Staff Member 1 either being physically aggressive or talking harshly to children in care, however none of them reported what they saw. All of the child care staff members have signed a statement indicating that they are aware that they are required by law to immediately report suspected abuse and neglect.

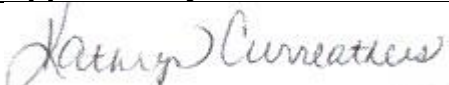
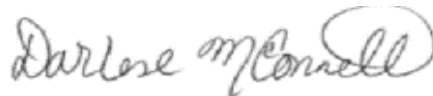
Child Care Staff Member 2, 3 4 and 5 all stated that they were aware that they were mandated reporters but none of them made a report when they observed Child Care Staff Member 1 using inappropriate discipline with children in care.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8125(5)	A written statement must be signed and dated by staff and volunteers at the time of hiring or before volunteering indicating all of the following information: <ul style="list-style-type: none"> a) The individual is aware that abuse and neglect of children is against the law. b) The individual has been informed of the center's policies on child abuse and neglect. c) The individual knows that all staff and volunteers are required by law to immediately report suspected abuse and neglect to children's protective services.
ANALYSIS:	Child Care Staff Members did not make a report to children's protective services when they observed Child Care Staff Member 1 using inappropriate discipline with children in care.
CONCLUSION:	Violation Established

BUREAU RECOMMENDATION

Bureau Recommendation
Upon receipt of an acceptable corrective action plan, I recommend the no change in the status of the license.

Approved By:	
 Kathryn Curreathers 01/17/2024 Consultant Date	 Darlese McConnell 01/17/2024 Area Manager Date