



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

September 13, 2023

Melissa Rabideau
TinkrLAB STEAM Learning Centers LLC
Suite A
2650 E. Grand River Ave
East Lansing, MI 48823

RE: License #: DC330407681
Investigation #: 2023D0109018
TinkrLAB STEAM Learning Centers

Dear Ms. Rabideau:

I conducted a special investigation because the child care licensing bureau 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

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

- I interviewed the licensee, the program director, child care staff member, witnesses, and parents.
- I completed on-site inspections on the following dates: 07/17/2023.

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

R 400.8125(1) Staff; volunteer; requirements

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 10/03/2023. 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.

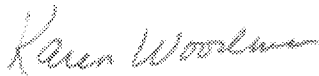
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

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"/>

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,



Karen Woodman, Licensing Consultant
 Child Care Licensing Bureau
 611 W. Ottawa Street
 P.O. Box 30664
 Lansing, MI 48909
 (517) 285-9301

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC330407681
Investigation #:	2023D0109018
Complaint Receipt Date:	07/17/2023
Investigation Initiation Date:	07/18/2023
Report Due Date:	09/15/2023
Licensee Name:	TinkrLAB STEAM Learning Centers LLC
Licensee Address:	2650 E. Grand River Ave, Suite A East Lansing, MI 48823
Licensee Telephone #:	(517) 285-5254
Administrator:	Melissa Rabideau, Designee
Licensee Designee:	Melissa Rabideau, Designee
Name of Facility:	TinkrLAB STEAM Learning Centers
Facility Address:	2650 E. Grand River Ave, Suite A East Lansing, MI 48823
Facility Telephone #:	(517) 285-5254
Original Issuance Date:	09/30/2021
License Status:	REGULAR
Effective Date:	03/31/2022
Expiration Date:	03/30/2024
Capacity:	45
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child A (6-year-old male) left the classroom and was found in the lobby by Child B's Father.	Yes
Additional Findings	No

III. METHODOLOGY

07/17/2023	Special Investigation Intake 2023D0109018
07/18/2023	Special Investigation Initiated - On Site Arrival time: 11:07 AM; Departure time: 12:52 PM. Interviewed Licensee Melissa Rabideau, Substitute Program Director Madison Sorenson, and Child Care Staff Member (CCSM) 1.
07/18/2023	Contact - Telephone call made Interviewed Child B's Father 1
07/19/2023	Contact - Telephone call made Interviewed Child A's Father
08/17/2023	Exit Conference Spoke with Melissa Rabideau and Megan Sorenson

ALLEGATION: Child A (6-year-old male) left the classroom and was found in the lobby by Child B's Father 1 and Father 2.

INVESTIGATION: I completed an unannounced onsite inspection on 07/18/2023. I interviewed Melissa Rabideau, licensee. Ms. Rabideau was offsite at a meeting when she received a message through Bright Wheel saying that Child B's parents were coming to the center and wanted to speak with Madison Sorenson, substitute program director. Bright Wheel is the software system that the center uses to track attendance and send messages to families. Ms. Rabideau logged into the camera system to view footage from the classroom to see if there was a reason Child B's parents wanted to talk to Ms. Sorenson. When Ms. Rabideau logged into the camera system and reviewed the past footage, she saw Child A was in the lobby by himself. Ms. Rabideau returned to the center immediately. When she returned to the center, Ms. Sorenson told her that Child A wanted to play with the foam blocks in the front lobby. Ms. Sorenson told Child A that he had to wait until his father picked him up. When the Blue Room transitioned to combine with the Orange Room due to lower attendance numbers, Child A went out the gate and into the lobby during the transition. When Child A was in the lobby, another parent and child walked through

the interior door and out the front door. As that parent and child walked out the front door, they let Child B's Father 1 and Father 2 into the lobby. Child B's Father 1 and Father 2 were in the lobby and noticed Child A in the lobby. Ms. Sorenson came out to talk to Child B's Father 1 and Father 2 and saw Child A in the lobby. Ms. Rabideau told Ms. Sorenson to send a message to child care licensing regarding the incident and call the parents of Child A. Ms. Sorenson tried to call both parents but had to leave a message for them on Bright Wheel.

Ms. Rabideau said the supervision policy at the center is to use name to face attendance and the Bright Wheel app. Bright Wheel tells the child care staff members how many children are in the classroom. Name to face attendance is completed every 30 minutes and tells the Child Care Staff Members (CCSMs) how many children are in each classroom. CCSMs look at the list and then the child's face to verify they are present. CCSMs complete the name to face every time the children cross a threshold. Ms. Sorenson and Child Care Staff Member 1 (CCSM 1) were looking at their name to face lists when Child A slipped out into the lobby. Ms. Rabideau is putting a bell on the interior door so CCSMs can hear when it is opened. She is also scheduling extra child care staff members to work during pick up time.

I interviewed substitute program director Madison Sorenson. On 07/14/2023, Ms. Sorenson was working in the Blue Room around 5:00 PM. As children were picked up and the number of children dropped to 15 children between the Orange Room which is ages 2 ½ to 3 ½ and the Blue Room, which is ages 3 to 5, the two classrooms combined. The Blue Room was transitioning to the Orange Room. Ms. Sorenson was behind the group of children and CCSM 1 opened the gate and let the children from the Blue Room into the Orange Room. Ms. Sorenson completed name to face attendance with the children when they left the Blue Room and when they went through the gate into the Orange Room. Ms. Sorenson told CCSM 1 how many children she had. CCSM 1 was checking the children in on the name to face sign in sheet in the right back corner of the classroom and Ms. Sorenson was checking the children into the Orange Classroom on Bright Wheel at the same time. Ms. Sorenson admitted that she and CCSM 1 were both facing away from the children working on the sign in sheets. A few minutes after working on the sign in sheets, Child B's Father 1 sent Ms. Sorenson a message saying that he was in the lobby. When Ms. Sorenson opened the door to the lobby, Child B's Father 1 told her that Child A was in the lobby playing. Ms. Sorenson took Child A back to the Orange Room and asked CCSM 1 if she knew that Child A was out in the lobby. CCSM 1 said that Child A was checked into the classroom at 5:00 PM on the name to face sign in sheet. Ms. Sorenson called Child A's parents and sent a message through Bright Wheel telling them that Child A went into the lobby unsupervised. Child A's Father picked him up 5 minutes after Ms. Sorenson called him. Ms. Sorenson talked to Child A's Father about how it wasn't safe for Child A to be in the lobby unsupervised. She explained that Child A wanted to play with the foam blocks in the lobby and she told Child A that he could play with them before he went home but he chose to go out and play with them on his own. Ms. Sorenson talked to Child A's Father about working on a plan so that this does not happen again.

At the end of the day, Ms. Sorenson and CCSM 1 talked about what happened and talked about what they can change to ensure this doesn't happen again. The center is adding a bell to the lobby door so CCSMs can be alerted if anyone comes in or out the door. I provided Ms. Sorenson with technical assistance about keeping a global view in the classroom and never having her back to the children.

I interviewed CCSM 1 who is an assistant child care staff member and floats between classrooms. CCSM 1 has worked for the center since May 2023. On 07/14/2023, around 5:00 PM, the Blue Room combined with the Orange Room due to a low number of children. CCSM 1 was completing the name to face attendance log and Ms. Sorenson was completing the Bright Wheel attendance at the same time. CCSM 1 said that her back was to the children while she was completing the name to face attendance. Ms. Sorenson left the room and came back a few minutes later and asked CCSM 1 if she knew where Child A was. Ms. Sorenson told CCSM 1 that Child A was out in the lobby. Ms. Rabideau came into the center and Ms. Sorenson told her about the incident. Ms. Sorenson called Child A's parents.

CCSM 1 said the supervision policy at the center is that each classroom completes the name to face sign in sheet every 30 minutes. CCSMs put an "X" on the form if the child is present. The name to face sign in sheet has the child's first and last name, location, and how many children are present. CCSM 1 did not remember exactly how many children were in the classroom when this occurred but thought there were around 10. Since the incident, Ms. Sorenson instructed CCSMs to use the table to complete the name to face sign in sheet so that CCSMs are facing the children. I provided CCSM 1 with technical assistance on keeping a global view in the classroom and never having her back to the children.

On 07/19/2023, I interviewed Child B's Father 1. Child B's Father 1 and Father 2 arrived at the center on 07/14/2023 between 5:20 PM - 5:30 PM. The outside door was locked but a parent and child left the center and opened the door to let them in. As they were waiting outside to get in, Child B's Father 1 and Father 2 saw Child A go through the interior door and put a wooden door stop in the door to prop the door open. The door pushed the wooden door stop out and Child A continued to the foam blocks to play. When Child B's Father 1 and Father 2 entered the lobby, they asked Child A if anyone knew he was out there and he said "no". Child B's Father 1 told Child B that it wasn't safe out in the lobby by himself. Child B's Father 1 looked through the window into the center and saw Ms. Sorenson. She opened the door and Child B's Father 1 asked her if she knew that Child A was in the lobby. Ms. Sorenson was not aware that Child A was in the lobby. Ms. Sorenson told Child B's Father 1 and Father 2 that she was contacting licensing and is planning to have more CCSMs scheduled to work during pick up times. Child B's Father 1 feels the pickup time is "chaotic". CCSMs are inconsistent with their policy about allowing parents through the interior door to the classrooms and there are always parents coming and going.

On 07/19/2023, I interviewed Child A's Father. He received a note through Bright Wheel that Child A managed to get through the gate of the classroom and get into an area that he wasn't supposed to be in. CCSMs did not see him leave the classroom. The center contacted Child A's Father immediately following the incident to come pick him up. The situation was handled very quickly in a short amount of time. Ms. Sorenson told Child A's Father that she would be filing a report with Child Care Licensing about the incident. Child A's Father said this is the only time this has happened at the center, but CCSMs keep a "particular eye on him because he is an escape artist". Child A's Father feels that Child A is safe there even though Child A got past CCSMs this time. Child A's Father understands the severity of the situation but does not have any concerns regarding the incident.

During the onsite inspection I viewed the classroom and lobby area. There is a gate to enter the classroom and an interior door to the lobby. I used a wheel tape measure to measure the distance from the classroom gate to the interior door. It was 25 feet from the gate to the interior door that Child A went through to the lobby. There are low gates around the classroom and there are no shelves blocking the view of the hallway area.

I viewed the video recording of the incident. The video does not have audio. The video shows Child A playing by the gate in the classroom at 5:00:57 PM. At 5:01:01 PM, Child A walks out of view as other children are entering the gate to the classroom and then he is in the hallway walking toward the door. At 5:01:10 PM Child A walks out the interior door into the lobby and goes over to the toys on the other side of the lobby. At 5:01:45 PM a child and a parent leave through the interior door. Child B's Parents arrive at 5:02:06 PM in the lobby and notice Child A. Child B's Parents are in the lobby with Child A until Ms. Sorenson opens the door at 5:03:38 PM. Based on the video footage, Child A was in the lobby unsupervised for approximately 2 minutes 37 seconds.

I reviewed the center's policy on active supervision. The center has a policy on "monitoring children". The policy on monitoring children states "A child or children may not be left in a room or a hallway unsupervised at any time. It is the responsibility for teachers to make sure there is another adult to properly monitor the students (this includes your departure time for lunch and end of your workday), before you leave a room. Classrooms must be within ratio at ALL TIMES". The policy on monitoring children was not followed on 07/14/2023.

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:	Ms. Sorenson and CCSM 1 did not provide appropriate care and supervision of children at all times. Child B left the classroom and went to the lobby without the child care staff members knowledge. Child B was unsupervised in the lobby for 2 minutes and 37 seconds.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED SIR 2023D0802011 dated 08/13/2023 Corrective action plan dated 09/04/2023

ADDITIONAL FINDINGS:

INVESTIGATION: On 07/18/2023, I completed an onsite inspection. I reviewed the video footage of the Blue Classroom. At 4:59:58 PM Child C hit Child D with a pillow. This happened again at 5:00:06 PM, 5:00:11 PM, 5:00:13 PM, and 5:00:22 PM. Child C hit Child D hard enough to knock him over two times. CCSM 1 is at the desk with her back to the children. At 5:00:39 PM Child D hit Child C with the pillow. This happened again at 5:00:45 PM and CCSM 1 takes the pillow away.

In the video footage, at 5:00:06 PM, Child F jumps off a chair in the back left corner of the video. CCSM 1 has her back to the children. At 5:00:39 PM, CCSM 1 moves the chair from the back corner and stacks it on the other chairs. At 5:00:51 PM, Child D jumps off the play table in the back corner.

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:	CCSM 1 did not provide appropriate care and supervision of children at all times. CCSM 1 had her back to the children and Child C and D were hitting with a pillow, and Child F and D were jumping off a chair and play table.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED SIR 2023D0802011 dated 08/13/2023 Corrective action plan dated 09/04/2023

IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, I recommend continuation of the current status of the license, which is a first provisional.

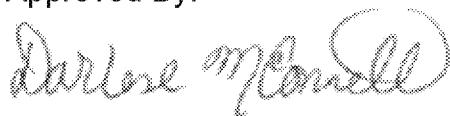


09/13/2023

Karen Woodman
Licensing Consultant

Date

Approved By:



09/13/2023

Darlese McConnell
Area Manager

Date