



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 27, 2022

Charlene Hans
Sunny Bunch Christian Childcare Center, Inc.
PO Box 517
Portland, MI 48875

RE: License #: DC340381741
Investigation #: 2022D0206013
Sunny Bunch Christian Childcare Center

Dear Ms. Hans:

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 400.8125(1) Staff; volunteer; requirements.

The details of the allegations are in the attached report. To investigate the allegations, I completed an onsite inspection on 06/13/2022. I interviewed: the program director, licensee designee, child care staff members, and parents.

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

R 400.8125(1) Staff; volunteer; requirements.

I recommend issuance of a first provisional license. If you accept the provisional license, you must sign and return the enclosed waiver form. If you do not accept the provisional license, you must notify this office in writing and an administrative hearing will be scheduled. Even if you don't accept the provisional license, you must still send us an acceptable corrective action plan.

Due to the violations, you must send us a corrective action plan by 8/16/2022. 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.

	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,



Sean Shankin, 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**

I. IDENTIFYING INFORMATION

License #:	DC340381741
Investigation #:	2022D0206013
Complaint Receipt Date:	06/06/2022
Investigation Initiation Date:	06/06/2022
Report Due Date:	08/05/2022
Licensee Name:	Sunny Bunch Christian Childcare Center, Inc.
Licensee Address:	175 Kent St Portland, MI 48875
Licensee Telephone #:	(517) 647-2418
Administrator:	Charlene Hans, Designee
Licensee Designee:	Charlene Hans, Designee
Name of Facility:	Sunny Bunch Christian Childcare Center
Facility Address:	175 Kent St. Portland, MI 48875
Facility Telephone #:	(517) 647-6088
Original Issuance Date:	08/08/2016
License Status:	REGULAR
Effective Date:	11/02/2021
Expiration Date:	11/01/2023
Capacity:	56
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child A was left unaccompanied in the classroom for approximately five minutes.	Yes

III. METHODOLOGY

06/06/2022	Special Investigation Intake 2022D0206013
06/06/2022	Special Investigation Initiated - Telephone Spoke to the Licensee Designee, Ms. Charlene Hans.
06/13/2022	Inspection Completed On-site 10:00 AM - 10:45 AM Spoke to the Licensee Designee Ms. Charlene Hans, the Program Director Ms. Cheyenne Smith, and the child care staff member Ms. Samantha Conley.
06/13/2022	Contact - Telephone call made Voicemail message left for the former child care staff member, Ms. Jennifer Campbell.
06/13/2022	Contact - Telephone call made Spoke to Child A's Mother and Child B's Mother.
07/20/2022	Contact - Telephone call made Spoke to Child C's Mother; Child D's Mother; Child E's Mother; and Child F and Child G's Mother.
07/20/2022	Contact - Telephone call made Voicemail message left for Child H's Mother; and Child I's Mother.
0720/2022	Contact -Telephone call made Voicemail message left for the former child care staff member, Ms. Jennifer Campbell.

.07/20/2022	Contact - Document Sent A text message was sent to the former child care staff member, Ms. Jennifer Campbell.
07/21/2022	Contact - Telephone call received Spoke to the former child care staff member, Ms. Jennifer Campbell.
07/22/2022	Exit Conference conducted with the Licensee Designee, Ms. Charlene Hans.
07/22/2022	Inspection Completed-BCAL Sub. Compliance

ALLEGATION: Child A was left unaccompanied in the classroom for approximately 5 minutes.

INVESTIGATION: On 6/6/2022 I spoke to the Licensee Designee, Ms. Charlene Hans. Ms. Hans provided me with additional information and advised that the child care staff member that was responsible for the oversight, had been terminated.

On 6/13/2022 I completed an onsite inspection at the Sunny Bunch Christian Childcare Center. During the inspection I interviewed the Licensee Designee Ms. Charlene Hans; the Program Director Ms. Cheyenne Smith; and the child care staff member Ms. Samantha Conley.

Ms. Hans advised that there had two incidents within a short period of time, where the child care staff member Ms. Jennifer Campbell left two children unaccompanied on two separate occasions. Due to this, Ms. Hans reported that the child care staff member Ms. Campbell's employment was terminated; while the other child care staff member that was present with Ms. Campbell during the second incident, Ms. Samantha Conley was placed on a 45-day probationary period as a result of the incident.

It should be noted that Ms. Hans provided me with an incident report on 4/26/2022 where Child B was temporarily left unattended while in the bathroom located inside the classroom. A special investigation was not initiated due to another child care staff member being present in the adjoining classroom connected to the bathroom where Child A was left.

While discussing the incident report drafted on 5/2/2022 pertaining to Child A being left unaccompanied in the foyer/coat room located at the entrance of the child care facility. Ms. Conley reported that she was the assistant child care staff member working in the AZ room on 5/2/2022. Ms. Conley stated that the former child care staff member Ms. Campbell, was working as the lead caregiver in the classroom. Ms. Conley stated they had a 12:2 ratio during the time the classroom lined up to walk to a splash pad located near the child care facility. Ms. Conley reported that the child care staff members perform two separate head counts of the children, once during the initial time when children line up, and again once they arrive at their destination.

Ms. Conley disclosed that on 5/2/2022 she was located at the rear of the line while Ms. Campbell was positioned in the front of the line. Ms. Conley reported that she was holding two children's hands while walking and acknowledged that on 5/2/2022 she did not conduct a headcount aloud but stated that she took a "mental count." Ms. Conley said that it is the child care center's policy to call names during the head count to verify the child's presence. Ms. Conley reported that she is under the belief that Child A snuck out of the line after the count, prior to leaving the facility. Ms. Conley noted that they did not realize Child A was not with the group until they arrived at the splashpad. After noticing Child A was not present with the group, Ms. Campbell took out her phone to call the facility, at which point she noticed there were several missed calls from Ms. Smith. Ms. Conley stated that the total duration in which Child A was not in their care was approximately 10 minutes. Ms. Conley did identify Child A as a "wanderer," and reported that she would not be surprised if Child A had attempted to hide prior to the classroom leaving.

Since the incident occurred, Ms. Conley reported that they have begun utilizing a different counting procedure prior to leaving the classroom. The children now sit down until they are called to stand up and wait in line, after the children are in line, they then perform the head count aloud, while cross-checking the attendance log. They have also implemented an additional count which is conducted immediately upon exiting the child care facility. She also maintained that the child care staff members then do a final head count aloud, once they arrive at their destination. Ms. Conley also reported that they have also begun to also implement a buddy system where the older children (she identified as the 4 and 5-year-olds) in the classroom will pair-up with a younger child (age 3) to hold hands, during transit.

On 6/13/2022 I left a voicemail message for Ms. Jennifer Campbell.

On 6/13/2022 I spoke to Child A's Mother and Child B's Mother.

Child A's Mother reported that Child A has been attending the child care facility for approximately two years. Child A's Mother stated that in the time that Child A has been enrolled at the facility, she has never had any concerns regarding the care and supervision Child A has received. Child A's Mother denied that the current situation has given her any additional cause for concern.

When asked about the incident, Child A's Mother informed me that while the children were lining up to depart the child care facility and walk to the neighboring city playground, Child A snuck out of line after the initial head count, and "slipped" back into the gated section of the classroom. Child A's Mother reported that the Program Director, Ms. Cheyenne Smith contacted her as soon as the incident occurred and stated that Child A had been found crying in the gated section of the classroom approximately two to three minutes after the classroom left the building. Child A's Mother reported that Ms. Smith then brought Child A to the infant room as she contacted the child care staff member, Ms. Jennifer Campbell, to return to the child care facility.

Child A's Mother denied believing there was anything that could have been done to avoid the situation, stating that the child care center implements two separate headcounts, once when they leave the facility, and another when they arrive at their destination. Child A's Mother reported that Child A "isn't the most focused and can tend to not listen and wander away." Child A's Mother stated that she never informed the child care facility that Child A has behaviors where she will wander off and did not believe there were any additional measures the child care facility could have taken to avoid the situation. She believed this was "the perfect storm," and noted that despite her being aware that Child A can wander off without warning, she advised that Child A has also done this while she has been in her family's care.

Child B's Mother reported that Child B has been attending the child care facility for approximately five years. Child B's Mother acknowledged being aware of the incident that occurred where Child B was briefly left unattended in the bathroom located in the classroom. Despite what occurred, Child B's Mother denied having any concerns regarding the care and supervision of Child B.

Child B's Mother reported that she was informed that Child B was alone in the classroom for approximately one minute as the AZ classroom transitioned from lining up and go outside. Child B's Mother reported that the group was going to leave the child care facility and walk to a neighboring park that contained a splashpad. Child B's Mother stated it was her understanding that as soon as the child care staff member Ms. Campbell walked outside the building, they realized Child B was not in their care. Child B's Mother stated the classroom immediately returned inside the building where Child B was found still using the bathroom. Child B's Mother reported that she was not concerned as there was another child care staff member present in the room, when the child care staff member, Ms. Campbell returned. Child B's Mother reported that it was her understanding that Ms. Campbell was providing supervision during both incidents, stating it was "unfortunate" that Ms. Campbell was terminated, but stated she understood why the center took this action. Child B's Mother maintained that despite what had recently occurred concerning both Child A and Child B, she still believed that the child care facility does well at providing appropriate care and supervision for the children

On 7/20/2022 I spoke to Child C's Mother; Child D's Mother; Child E's Mother; and Child F and Child G's Mother.

Child C's Mother reported that Child C has been attending Sunny Bunch for approximately five years. Child C's Mother stated that the only concern she has had since Child C's been attending has been the "relatively high" turnover of child care staff members at the facility. Child C's Mother also reported having concerns in the past regarding a child care staff member and their "tone" while addressing the child care children. Child C's Mother was unable to identify the child care staff member, but reported that she spoke to the program director, Ms. Smith, who "immediately" addressed her concerns. Child D's Mother reported that this incident occurred approximately two years ago. Child C's Mother denied ever having concerns regarding the care and supervision that the child care children receive.

Child D's Mother reported that Child D no longer attends the child care facility and noted that his last day was 6/10/22. Child D's Mother reported that Child D had attended Sunny Bunch for approximately 4-1/2 years. Child D's Mother informed me that she was "extremely satisfied" during the time Child D attended and reported that her reason for terminating child care was due to her plans for Child D to attend the child care that is located at the school Child D will be attending in the beginning of the 2022-2023 school year. Child D's Mother denied that her decision to terminate the child care services was due to any issues related to the facility.

Child D's Mother denied recalling the counting procedure that the facility used while going on field trips and walks but advised there have ever been any incidents where Child E had been left unattended. Child D's Mother reported having no concerns regarding the level of care and supervision provided by the center.

Child E's Mother stated Child E has been attending the child care facility for over four years. Child E's Mother denied having any concerns for the child care facility, stating she's never had any concerns regarding the care and supervision that Child E has received. Child E's Mother reported being aware of Child A being left in the child care center for a short period of time after the child care staff members missed the child during the count. Child E's Mother reported that despite this incident not impacting Child E, she noted that the Program Director, Ms. Smith, still provided updates to the other families when they picked up their children. Child E's Mother stated that it also makes her comfortable knowing that Ms. Smith keeps the families up to date on what occurs throughout the classroom. Prior to ending the conversation, Child E's Mother inquired as to whether the child care center self-reported, noting that if they did, this would make her even more comfortable trusting them to provide appropriate care for Child E.

Child F and Child G's Mother reported that Child F has been attending for almost five years, while Child G has been attending for a little over one year. Child F and Child G's Mother stated that she loved the program. Child F and Child G's Mother reported that both Child F and Child G had developmental delays due to prematurity at birth

and noted that they have both "progressed better than anticipated" which she attributed to the child care facility. Child F and Child G's Mother also wanted it to be noted that Child F will be attending kindergarten in the Fall 2022, and that he has been able to "catch up" to his peers in terms of development. Child F and Child G's Mother stated the child care facility is "very attentive to their needs," and denied having any concerns regarding the level of care and supervision that has been provided.

Child F and Child G's Mother reported being aware of the counting procedure used by Sunny Bunch prior to taking walking field trips. Child F and Child G's Mother reported that the child care children are paired into a "buddy system" where they hold hands. Child F and Child G's Mother also stated it was her understanding that there is a child care staff member positioned at the front and back of the line. She believed the child care staff members also perform a count of the children after arriving to their location.

Child F and Child G's Mother made an inquiry into the allegations and noted that she never had any previous issues regarding the walking field trips. However, upon receiving the information listed in the complaint, Child F and Child G's Mother reported that it was "concerning" that the child care staff members were able to leave the child care facility without being aware a child was missing.

On 7/20/2022 I left a voicemail message for Child H's Mother; and Child I's Mother. I was unable to establish contact with Child H's Mother and Child I's Mother prior to the conclusion of the investigation.

On 7/20/2022 I left a second voicemail message and sent a text message to Ms. Jennifer Campbell.

On 7/21/2022 I spoke to Ms. Jennifer Campbell, former child care staff member at Sunny Bunch Christian child care facility. Ms. Campbell informed me that she had been employed at the child care center for approximately one year prior to her employment being terminated. Ms. Campbell reported having a "positive experience" while working at the center. Ms. Campbell disclosed there were two incidents that occurred within a week of each other where a child in the AZ room had been left temporarily unaccompanied. Ms. Campbell reported that these were the only instance in which she has "lost" a child during her time working at the child care facility. Ms. Campbell reported that she believed her termination was valid, stating "I can't believe it happened."

While discussing the counting procedure used at the child care facility prior to walking field trips and outings, Ms. Campbell reported that they perform a headcount when initially lining up, and again once they leave the building. Ms. Campbell denied that the child care staff members perform a headcount after arriving to their destination. Ms. Campbell also relayed that there is a buddy system where children hold hands during transit.

During the incident that occurred on 4/25/2022 Ms. Campbell reported that they performed a headcount while the children were lining up. Ms. Campbell recalled seeing Child B in line during the headcount and it was not until the child care group exited the building that Ms. Campbell noticed that she "didn't see his [Child B] face." Ms. Campbell stated that she noticed Child B was not with the group prior to them initiating the second headcount. She immediately returned inside where she found Child B using the bathroom in the classroom. Ms. Campbell reported that Child B was unaware they had left the classroom by the time she returned to retrieve him. Ms. Campbell stated that there were "several" other child care staff members located near the adjoining bathroom that was being used by Child B. Ms. Campbell stated that Child B was alone in the bathroom for "less than a minute" before she returned to the room.


Ms. Campbell stated that the second incident occurred "a few days" after the first incident concerning Child B. On 5/2/2022 Ms. Campbell stated that they performed a count without cross-checking the attendance log. Ms. Campbell stated that Ms. Conley was in the rear of the line, and she was positioned in the front. Ms. Campbell stated Ms. Conley was holding two children's hands while she was holding another child's hand. They performed the headcount prior to exiting the facility but advised that the count was inaccurate due to Child A "hiding in the coat area." Ms. Campbell acknowledged that during the initial count where they children were lining up prior to leaving the facility, the count was not cross-checked against the attendance record. Ms. Campbell stated that this was where the error occurred, reported that if she had counted while checking the attendance log, she would have noticed the Child A was not present with the rest of the group.

Ms. Campbell stated that both she and Ms. Conley noticed that Child A was not with the group during the walk to the splashpad. Ms. Campbell denied that she and Ms. Conley discovered Child A's absence while at the splashpad. Ms. Campbell stated that she checked her phone and saw that Ms. Smith had attempted to contact her, at which time she turned around and returned to the child care facility. Ms. Campbell reported that the walk to the splashpad takes approximately five minutes each way and speculated that it took a total of eight minutes from the time they left the child care facility to the time they returned. Ms. Campbell stated that Child A was distressed when they returned to the facility. Ms. Campbell stated that typically they do well with the counting procedures, and she reported being unaware of why she made the two errors in such a short period of time. Ms. Campbell denied believing that the child care center had a flawed counting process, stating the incident was due to her oversight. Ms. Campbell denied having any concerns for the remaining child care staff members working at the facility, noting they are all "great" at their job.

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:	<p>During the investigation I found that the child care facility did not provide appropriate care and supervision pertaining to Child A being left unaccompanied. On 5/2/2022 Child A reportedly wandered out of line prior to the classroom taking a walking fieldtrip and was left unattended for approximately five minutes near the coat section of the child care facility.</p> <p>The child care staff member Ms. Sarah Conley reported that she failed to perform a count of the children aloud prior to leaving the facility. Ms. Conley did inform me that she did perform a "mental count" where she observed the 12 child care children. It was Ms. Conley's belief that Child A snuck out of line after the count occurred, but prior to the classroom departing from the facility. As a result of the investigation, Ms. Conley was placed on a 45-day probationary period, while Ms. Jennifer Campbell's employment was terminated.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend issuance of a 1st provisional license to this child care facility.



7/27/2022

Sean Shankin
Licensing Consultant

Date

Approved By:



7/27/2022

Yolanda Sims
Area Manager

Date