



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 27, 2023

Melissa Cass
Michigan Center Public Schools
400 S State Street
Michigan Center, MI 49254

RE: License #: DC380018924
Investigation #: 2023D0197010
Michigan Center Comm Ed Preschool and ChildCare

Dear Ms. Cass:

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:

R400.8125(1) Staff; volunteer; requirements.

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

- I interviewed the person who made the complaint, program director, licensee designee, child care staff members, and parents with relevant information.
- I observed video footage.
- I completed on-site inspections on the following dates: 2/16/23 and 2/28/23.

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

R400. 8125 (1) Staff; volunteer; requirements.

R400.8140 (1) Discipline

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 05/17/2023. 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:

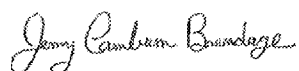
- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance 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.	☐	☒
A rule or law violation was found and abuse and/or neglect of a child occurred.	☐	☒

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,



Jenny L. Camburn Brundage, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 262-9717

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC380018924
Investigation #:	2023D0197010
Complaint Receipt Date:	02/12/2023
Investigation Initiation Date:	02/16/2023
Report Due Date:	04/13/2023
Licensee Name:	Michigan Center Public Schools
Licensee Address:	400 S State Street Michigan Center, MI 49254
Licensee Telephone #:	(517) 764-3380
Licensee Designee:	Melissa Cass, Designee
Name of Facility:	Michigan Center Comm Ed Preschool and Child Care
Facility Address:	133 Broad St Michigan Center, MI 49254
Facility Telephone #:	(517) 764-3380
Original Issuance Date:	09/23/1985
License Status:	REGULAR
Effective Date:	08/26/2022
Expiration Date:	08/25/2024
Capacity:	111
Program Type:	CHILD CARE CENTER

ALLEGATION(S)

	Violation Established?
On 2/10/23, Child Care Staff Member 1 (CCSM 1) and Child A were in the center's hallway outside of Child A's room. CCSM 1 took Child A by the hand. Child A dropped to the floor. CCSM 1 dragged Child A to the classroom door by her arm when she refused to walk. Child A was not injured.	Yes
Additional Findings	Yes

II. METHODOLOGY

02/12/2023	Special Investigation Intake 2023D0197010
02/16/2023	Special Investigation Initiated - On Site from approximately 8:40 a.m.- 10:05 a.m. Face to face interviews with Ms. Cutsinger, program director and Child Care Staff Member 2 (CCSM2)
02/28/2023	Inspection Completed On-site from approximately 11:35 a.m. - 1:45 p.m. Interview with CCSM 1.
04/19/2023	Contact - Telephone call made and received. Interview with Child A's Father.
04/19/2023	Contact - Telephone call made. Attempted contact with Child B's Mother, Child C's Father, and Child D and Child E's Mother.
04/20/2023	Contact - Telephone call received. Interview with Child B's Mother.
04/24/2023	Contact - Face to Face Interview with Child Care Staff Member 3 (CCSM 3)
04/25/2023	Exit Conference with Ms. Cass, licensee designee, and Ms. Mentink
04/25/2023	Inspection Completed-BCAL Sub. Compliance

ALLEGATION: On 2/10/23, Child Care Staff Member 1 (CCSM 1) and Child A were in the center's hallway outside of Child A's room. CCSM 1 took Child A by the hand. Child A dropped to the floor. CCSM 1 dragged Child A to the classroom door by her arm when she refused to walk. Child A was not injured.

INVESTIGATION: I interviewed Ms. Cutsinger, program director. She did not witness the incident. She was emailed by two witnesses. The witnesses indicated that Child A was sitting on the floor with her back against the lockers facing the child care room. Child Care Staff Member 1 (CCSM 1) reached out to Child A, held her hand, and pulled up. CCSM 1 looked as though she was trying to get Child A to stand up. When Child A resisted, CCSM 1 began to pull her across the floor to the classroom. Child A was still resisting, and CCSM 1 continued to drag Child A by her arm to the classroom and close the door. CCSM 1 was observed standing in front of the window of the classroom when they walked past the room. Ms. Cutsinger stated that she contacted the witnesses as well as forwarded the information on the center's administrators. Ms. Cutsinger also viewed the video, saying that CCSM 1 did not appear upset prior to the incident. Child A spent a few minutes in the hallway with CCSM 1, as Child A has a history of struggling with transitions. Child A often wants to spend time in the hallway, which is under the direct supervision of a CCSM. The CCSMs are working with Child A to stay in her room. Ms. Cutsinger stated that the video only shows the lower half of Child A and CCSM 1 at the time of the incident. Despite this video angle, it appears that Child A was pulled across the hallway into the room by the way her feet were positioned. The camera in the room shows Child A get up quickly and begin playing. Child A did not appear injured or upset. Child Care Staff Member 2 (CCSM 2) was present in the room, but she too did not witness what happened.

Ms. Cutsinger stated that this type of physical intervention to get a child to move would not be approved by the center. Since this incident, the CCSMs have received additional trainings. They are also planning on having an all staff meeting to discuss the proper handling of children. Ms. Cutsinger has had no prior concerns regarding CCSM 1's care or supervision of the children, saying that CCSM 1 has a history of having positive interactions with the children. Ms. Cutsinger spoke with CCSM 1 who told her that Child A dropped to the floor as she took her hand. CCSM 1 told her that she did "slide" Child A to the room, and that she now realizes that this was not the best decision. Ms. Cutsinger also spoke with Child A's Father who verified that Child A was not injured.

I observed the center's video footage. One camera angle shows the main hallway of the center starting at the bathroom at one end of the hall and ending near Child A's Room. The second camera angle shows the inside of Child A's room with the door to the room within view. The video shows that at approximately 10:17a.m., there are four children leaving the bathroom, including Child A. CCSM 1 was with the children. Child A remained in the hallway while the other three children went back into their room where CCSM 2 was located. Child A remained under the direct supervision of CCSM 1. Child A walked back and forth in the hallway, often sitting

down. CCSM 1 remained in close location to Child A and followed her while she also worked on the center's IPAD. There were times when Child A and CCSM 1 were out of view, but then would come back into view as Child A traversed the hallway. At approximately 10:21, Child A and CCSM 1 are observed outside of the room door. Child A is standing across the hall from the room against the lockers. The video footage only shows Child A and CCSM 1's legs as the top of their bodies were out of view of the camera range. CCSM 1 approaches Child A. Child A then moves from one side of the hall to the door of the room. Child A's legs appear to be dragging across the hall to the door, which is approximately 12 steps away. The next video footage shows the inside the room, with the camera pointing at the door. There is a small shelf that blocks the complete view of the door. CCSM 1 remained standing by the door using the IPAD. CCSM 1 appears calm. Child A's head appears in front of CCSM 1 as if she is squatted down. Child A quickly gets up and begins running and playing in the room. Child A does not appear hurt or upset.

I interviewed Child Care Staff Member 2 (CCSM 2). She did not witness the incident as she was working inside the room. CCSM 2 remembers CCSM 1 being in the hallway with Child A. When Child A returned to the room she was not upset or crying. Child A did not say that she was hurt. CCSM 1 did not appear frustrated or upset.

CCSM 2 stated that she works alongside CCSM 1 and with Child A daily. She described Child A as good child that is dramatic, independent, and she yells sometimes. Child A struggles with transitions in the hallway and often sits down and not want to move. When this happens a CCSM stays with Child A and encourages her to move into the room. If the CCSMs needs to pick Child A up, they scoop her up on the arms to help her stand up to walk. CCSM 2 stated that in the past Child A has asked to be pulled by her arms while squatting down as a game. She likes the attention and likes the sensation of sliding. While playing this way, she sings and smiles while it is happening. CCSM 2 also described CCSM 1 as "favorably," saying that she has not had any concerns regarding CCSM 1's care or supervision of the children. She described CCSM 1 as "patient and loving", "motherly", and that she would "never hurt a child." She has not observed CCSM 1 appear overly frustrated, and she speaks to the children in a positive kind tone of voice. The children in the room enjoy being with CCSM 1.

I interviewed CCSM 1. CCSM 1 acknowledged that the incident occurred. CCSM 1 described Child A "favorably," saying that she enjoys having her in class. Child A can be challenging in that she needs more attention than others. It is a struggle to get Child A to return to the room if she is transitioning from another location. If the CCSMs try to redirect Child A, she drops to the floor causing the CCSMs to have to carry her at times. Child A is normally carried with two arms gently placed under her arms to help lift her from behind and "waddle" together. By doing this, they are better prepared when she goes "dead weight." CCSM 1 stated that on the day of the incident, she stayed in the hallway directly supervising Child A as she ran back and forth. She was working on the IPAD while waiting for Child A to be ready to go into

the room. Child A has an easier transition if she waits quietly for Child A to be ready, verses trying to redirect or engage with her as it makes her upset in those moments. CCSM 1 indicated that after a few minutes, she walked up to Child A. Child A reached for her hand, which CCSM 1 thought was a "win." CCSM 1 told Child A "alright, time to go to the classroom," but Child A changed her mind and dropped "dead weight" onto the floor next to the lockers. CCSM 1 believes that if she had not said anything, that perhaps Child A would have walked with her. CCSM1 stated that she kept holding Child A's hand and that she "slid her" to the room door in a quick movement. She stressed that she was not upset with Child A. Once she slid Child A to the door, CCSM 1 remained standing in the doorway. Child A crawled on her own past her, she jumped up, and she started to play. Child A was not injured or upset.

CCSM 1 stated that she would "never" do anything to hurt the children. She stated that in hindsight she should have put the IPAD down and used two hands to assist Child A with moving to the room. She stated on the day of the incident, "I wrongly kept it moving into the room just to get her there", again saying that transitions are difficult. CCSM 1 stated that since the incident, the CCSMs have received additional training.

During the investigation, I observed in the room on two occasions. I observed the children engaged in art project, quiet time, and nap time activities. I observed positive interactions between the CCSMs and the children. The children actively approached the CCSMs for care and attention with no hesitation.

I interviewed Child A's Father. Child A still attends the center. He stated that after the incident, he was contacted by the center. Child A was not injured. He stated that Child A can struggle with behaviors. Child A has recently bonded with Child Care Staff Member 4 (CCSM 4), which has assisted with her behaviors. Child A often asks "why" to questions, and CCSM 4 does not just say "because I told you to," taking the time to explain things to Child A. Child A's Father does not have any other concerns regarding the physical care of Child A. Child A has also not disclosed any concerns. Child A "loves" attending the center, and she liked CCSM 1. CCSM 1 has since transferred to another location. Child A's Father stressed that he did not want to see CCSM 1 "get into trouble," as he believes that this should be a learning experience.

I interviewed Child B's Mother. She is happy with the center and has no current concerns regarding the care or supervision of Child B. Child B has not disclosed any concerns. Child B "loves" attending. She has observed positive CCSM to child interactions, saying that Child A has a strong bond with CCSM 1. CCSM 1 is her child's favorite caregiver.

I completed an exit conference with Ms. Cass, licensee designee and Administrator 1. Both stated that the CCSMs were trained after the incident. The CCSMs will

continue to receive relevant training regarding appropriate care and supervision of the children.

I attempted to contact Child C's Father and Child D and Child E's Mother but was not successful.

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 Child A with appropriate care. CCSM 1 took Child A by the hand. Child A dropped to the floor. CCSM 1 dragged Child A approximately 12 steps to the classroom door when she refused to walk. Child A was not injured.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED SIR Report Dated 11/10/22 Corrective Action Plan dated 11/29/22 The center was cited after child care staff members did not properly supervise two children in the year 2021 when one child threw two chairs at another child, hitting that child in the hip.

ADDITIONAL FINDINGS:

INVESTIGATION: Child A's Father stated that CCSM 2 sometimes yells at the children. He acknowledged knowing the difference between being authoritative and yelling. He has heard CCSM 2 start with an authoritative voice and then raise her voice higher to a yell. He stated that on one of occasion, he could hear her yelling "stop" from down the hallway. When he arrived at the room, CCSM 2 appeared frustrated telling him that the children "just do not listen." On other occasions he has heard her yell "I'm sick of it," "You need to stop," "You better stop." Child A's Father stated that he has not addressed this matter with the center's administration as he tries to be a "laid-back parent" who is understanding that children can be hard to handle at times. He also stated that some children respond to being spoken too in this manner where some do not.

I interviewed Child Care Staff Member 3 (CCSM 3). She has worked alongside CCSM 2 approximately three times in six months. She described CCSM 2 as having a loud voice in general. She has heard CCSM 2 use both an authoritative voice and

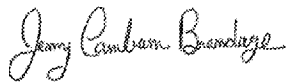
a yelling voice with the children. She has heard this while walking by the bathroom or the classroom. She has heard CCSM 2 yell "You need to be quiet," "Your being too loud," "You're making me mad," "I asked you to be quiet," "I told you to stop," as well as loudly making "shushing" sounds. CCSM 2 does not demean the children, the children are not fearful of her, but they also do not listen to her. CCSM 3 believes that perhaps if CCSM 2 used different inflections in her voice, the children would know when she is being serious. CCSM 3 stressed that she does not believe that CCSM 2 yells out of malice, and that she has good intentions while caring for the children. She believes CCSM 2's "mom comes out versus a teacher," saying that more training may be helpful. CCSM 3 has no concerns regarding CCSM 2's physical interactions with the children, saying that she does a good job helping them fall asleep by gently patting them.

I conducted an exit conference with Ms. Cass and Administrator 1. Administrator 1 believes that CCSM 2 has good intentions with the children. She acknowledged that CCSM 2 needs to be more mindful with her tone of voice to assure that she is not yelling. The CCSMs will receive additional training regarding this topic.

APPLICABLE RULE	
R 400.8140	Discipline.
	(1) Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.
ANALYSIS:	CCSM 2 failed to use positive methods of discipline when she yelled at the children in care.
CONCLUSION:	VIOLATION ESTABLISHED

III. RECOMMENDATION

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

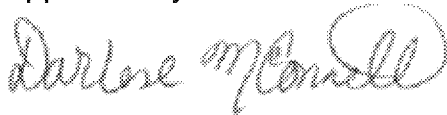


4/25/23

Jenny L. Camburn Brundage
Licensing Consultant

Date

Approved By:



04/27/2023

Darlese McConnell
Area Manager

Date