



GRETCHEN WHITMER
GOVERNOR

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

Michelle Richard
ACTING DIRECTOR

April 9, 2024

Lisa Hunt
Phoenix Child Care & Academy East Jackson
345 North Dettman
Jackson, Michigan 49202

License Number: DC380378239

Dear Ms. Hunt,

This letter is to advise you that the 4/2/2024 corrective action plan you submitted, regarding each rule violation cited in the recently completed Child Care Case Complaint, is approved.

You can find a copy of this corrective action approval letter and the associated report on our [website](#) under [Statewide Search for Licensed Child Care Centers and Homes](#). A description of each type of report and corrective action plans can be found under [Overview of Licensing Reports](#).

Violation cited	Noncompliance observed	Plan to correct	Date to be completed
R 400.8140(1)	CCSM 1 did not use positive methods of discipline that encourage self-control, self-direction, and self-esteem, and cooperation when she demanded Child A's phone and then chased him around the classroom attempting to get it from him.	Discipline policy will be revised to give more examples of appropriate and non-appropriate discipline strategies and included in the parent and employee handbooks. Staff onboarding meeting will include the requirement to read through our discipline policy before entering the classroom. Monitoring discipline strategies will be added to our Hourly Classroom Visit Checklist.	04/01/2024
R 400.8140(4)	CCSM 1 did not follow the discipline policy of the	Discipline policy will be revised to give more	04/01/2024

	center when she chased Child A around the room and then attempted to take his phone from him by reaching around his body near his stomach area, under his arm, and over his shoulder. Child A reports her other arm was around his neck area.	examples of appropriate and non-appropriate discipline strategies and included in the parent and employee handbooks. Staff onboarding meeting will include the requirement to read through our discipline policy before entering the classroom. Monitoring discipline strategies will be added to our Hourly Classroom Visit Checklist.	
R 400.8179(10)(a)	Child A was allowed to use his cell phone at Phoenix Child Care & Academy East Jackson and accessed applications and sites that were not developmentally appropriate. He accessed TIKTOK, watched Huggy Wuggy, and listened to developmentally inappropriate music.	Program directors/assitant program directors have an hourly classroom visit checklist to use when visiting classrooms that includes: checking to make sure no personal cell phones are used by kids and that technology is limited only to teacher led activities, adding to our parent handbook that children are not allowed to bring or use personal cell phones to child care	03/15/2024
R 400.8179(10)(c)	Child A was allowed to use his cell phone at Phoenix Child Care & Academy East Jackson and accessed adult content as he was able to access TIKTOK unsupervised, Huggy Wuggy, and listened to music that was age inappropriate.	Program directors/assitant program directors have an hourly classroom visit checklist to use when visiting classrooms that includes: checking to make sure no personal cell phones are used by kids and that technology is limited only to teacher led activities, adding to	03/15/2024

		our parent handbook that children are not allowed to bring or use personal cell phones to child care	
R 400.8179(10)(d)	Child A was able to use his phone at child care for the entire day with the exception of recess, gym time, and certain nap periods. Child A's Mother checked the phone report and on July 19, 2023, Child A was on his phone for 6 hours and 11 minutes.	Program directors/assitant program directors have an hourly classroom visit checklist to use when visiting classrooms that includes: checking to make sure no personal cell phones are used by kids and that technology is limited only to teacher led activities, adding to our parent handbook that children are not allowed to bring or use personal cell phones to child care	03/15/2024
R 400.8125(1)	Child I had repeated behaviors resulting in injuries to other children, child care staff members and placing both groups in an ongoing hazardous environment. Child D, Child F, Child H, and Child R were not properly supervised when Child I was able to be physically aggressive with them and each one sustained an injury.	Program directors/assistant program directors use an hourly classroom visit checklist when visiting classrooms that includes assessing and documenting any extreme behaviors on a Behavior Tracker log so that collaboration can occur with the families and the best plan for the child can be made. This plan may include extra support, reduction of scheduled hours, suspension or exclusion for children that display repeat behaviors that cause extreme physical or emotional harm to	03/15/2024

		other students, teachers, or themselves.	
R 400.8525(6)	On July 25, 2023, I observed the hallways of the center to have items being stored and/or sitting in the hallways throughout the center. On August 3, 2023, I observed a large circular fan blocking the entryway to a licensed classroom.	Checking all exit doors to ensure proper means of egress/no obstructions added to the opener's daily checklist.	03/15/2024
R 400.8125(1)	CCSM 1 and CCSM 2 did not provide appropriate supervision to Child I when he was able to walk over to a large fan and put his finger up to the opening leading to the blade and then put his finger in a back-and-forth motion before running away and this was not observed by any child care staff member. The staff did not keep a global view and there was not consistent communication between staff members.	Program directors/assisant program directors have an hourly classroom visit checklist to use when visiting classrooms that includes: checking that teachers have a global view, checking for safety hazards (cords, cleaning supplies, scissors, etc.)	03/15/2024
R 400.8167(3)	The program director's office was being used to keep children in while they calmed down. This is an unlicensed room.	Office will be off limits to children, sign posted on door.	03/15/2024
R 400.8112(1)	The program director Jacqueline Wine did not enroll CCSM 5 in the child care background check system. CCSM 5 was working with children supervised and unsupervised without a background check with an eligible status.	Hire a Regional Office manager that meets with each employee before they enter the classroom to explain and provide time for them to complete mandatory trainings on paid time. The new regional manager will be	01/01/2024

		responsible for reviewing the child care background check system to ensure an accurate status prior to staff being hired/working with children. She will use online features in Google Drive and Procure to track who is missing/needs updating/etc. for mandatory training and paperwork requirements.	
R 400.8131(3)	Before caring for children, CCSM 5 did not complete a training on prevention of shaken baby syndrome, abusive head trauma, and child maltreatment, and recognition and reporting of child abuse and neglect.	Hire a Regional Office manager that meets with each employee before they enter the classroom to explain and provide time for them to complete mandatory trainings on paid time. The regional manager will meet with staff, track their progress, and ensure all required items are completed prior to them working with children. We will also use contests and our communication app to remind and update Program Director's on the status of training hours. She will use online features in Google Drive and Procure to track who is missing/needs updating/etc. for mandatory training and paperwork requirements.	01/01/2024

R 400.8131(4)	CCSM 5 before unsupervised contact with children, did not complete prevention and control of infectious disease training, including immunizations.	Hire a Regional Office manager that meets with each employee before they enter the classroom to explain and provide time for them to complete mandatory trainings on paid time. The regional manager will meet with staff, track their progress, and ensure all required items are completed prior to them working with children. They will also track the trainings necessary within 90 days of hire. She will use online features in Google Drive and Procure to track who is missing/needs updating/etc. for mandatory training and paperwork requirements.	01/01/2024
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It is expected that the corrective action plan will be implemented within the time frames as outlined in your plan.

A follow-up evaluation may be made to verify compliance. Should the corrections not be implemented in the specified time, it may be necessary to reevaluate the status of your license.

The office provides technical assistance to meet the licensing requirements and consultation to improve services. Please contact Michelle Gleed at (517) 599-7404 or gleedm@michigan.gov. In the event that Michelle Gleed is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Michelle Gleed, Licensing Consultant