



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

REDACTED REPORT

April 11, 2023

Lisa Potvin
Premier MI Jackson LLC
Suite 1910
233 N. Michigan
Chicago, IL 60601

RE: License #: DC380402737
Investigation #: 2023D0104009
ABC Academy Child Care & Dev. C

Dear Ms. Potvin:

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:

R400.8137(6) Diapering; toileting.

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

- I interviewed the person who made the complaint, program director, licensee, licensee designee, child care staff member, parents, and others with relevant information.
- I completed on-site inspections on the following dates: 2/14/2023.

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

R400.8137(6) Diapering; toileting.
R400.8143(3)c information provided to parents.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 05/01/2023. 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"/>

You will be sent two copies of this report. One is **not for public disclosure** and one is a **redacted report**.

- The report marked **not for public disclosure** is for your records only. This copy may contain legally protected information. It must not be placed in your licensing notebook.
- The report marked **redacted report** may have some legally protected information blacked out. The **redacted report** and any related corrective action plans must be placed in your licensing notebook. The **redacted 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,



Timothy A Swope, Licensing Consultant
 Child Care Licensing Bureau
 611 W. Ottawa Street
 P.O. Box 30664
 Lansing, MI 48909
 (517) 262-9838

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC380402737
Investigation #:	2023D0104009
Complaint Receipt Date:	02/13/2023
Investigation Initiation Date:	02/14/2023
Report Due Date:	04/14/2023
Licensee Name:	Premier MI Jackson LLC
Licensee Address:	Suite 1910 233 N. Michigan Chicago, IL 60601
Licensee Telephone #:	(517) 783-3040
Administrator:	Lisa Potvin, Designee
Licensee Designee:	Lisa Potvin, Designee
Name of Facility:	ABC Academy Child Care & Dev. C
Facility Address:	800 Laurence Street Jackson, MI 49202
Facility Telephone #:	(517) 783-3040
Original Issuance Date:	10/15/2020
License Status:	REGULAR
Effective Date:	03/19/2021
Expiration Date:	03/18/2023
Capacity:	84
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
On 2/9/23 the center failed to change Child A's ([REDACTED], male) diaper for a period of time which resulted in a severe diaper rash.	Yes
Additional Findings	Yes

III. METHODOLOGY

02/13/2023	Special Investigation Intake 2023D0104009
02/13/2023	Contact - Telephone interview with the complainant.
02/13/2023	Contact - Telephone interview with Child A's Mother.
02/13/2023	Contact - Telephone interview with [REDACTED], Child A 's pediatrician.
02/14/2023	Special Investigation Initiated - On Site Unannounced onsite inspection from 8:00 a.m. until 11:00 a.m. Interview with Ms. Sadie Yoder, program director, Child Care Staff Members (CCSM) 1, CCSM 2, and CCSM 3, in the toddler room. Room observation of toddler room and review of video footage of toddler room form 2/9/23.
02/16/2023	Contact - Attempted telephone interview with Child B's Mother - left message.
02/16/2023	Contact - Telephone interview with Child B's Mother.
02/16/2023	Contact - Attempted telephone interview with Child C's Mother - left message.
02/16/2023	Contact - Attempted telephone interview with Child D's Mother - left message.
02/16/2023	Contact - Telephone interview with Child E's Mother.
02/16/2023	Contact - Telephone interview with Child F's Mother.
02/16/2023	Contact - Attempted telephone interview with Child G's Mother -- no answer.

02/16/20023	Contact - Attempted telephone interview with Child H's Mother -- no answer
02/16/2023	Contact - Attempted telephone interview with Child I's Mother --no answer
03/02/2023	Contact – Telephone made Case Disposition [REDACTED] [REDACTED] and Ms. Darlese McConnell, area manager
04/07/2023	Inspection Completed-BCAL Sub. Compliance
04/07/2023	Exit conference with [REDACTED], program director and Ms. Lisa Potvin, licensee designee.

ALLEGATION: On 2/9/23 the center failed to change Child A's ([REDACTED], male) diaper for a period of time which resulted in a severe diaper rash.

INVESTIGATION: On 2/13/23, I made a telephone call to the complainant to gain further information regarding the allegations.

On 2/13/23, [REDACTED] and I interviewed Child A's Mother via telephone. Child A's Mother informed us that Child A has attended care at the center for approximately six months. She said that Child A has been phasing out of the infant room and into the toddler room. On 2/9/23, Child A was dropped off to care around 7:00a.m. and picked up around 5:50p.m. Child A's Mother changed Child A's diaper around 5:30p.m.-6:00p.m. and observed a diaper rash, which she described as "[REDACTED]". She took Child A to his pediatrician, [REDACTED] the following morning and was prescribed diaper cream for his rash. Child A's Mother informed [REDACTED] and I that as of this date she had not picked up the prescribed diaper rash cream but rather used Desitin ointment that she already had at her home. Child A's Mother said Child A's rash is doing better and is almost cleared up. Child A had diarrhea on 2/9/23 and none of the CCSMs called and notified her. The center has an application (tadpoles) that they use to inform the parents of their child information for that day to include diaper changes. The information was not logged into the application until later at the end of the day. Child A's Mother said the center used to take pictures of the children throughout the day to send to the parents and she has not received any pictures as of late. On 2/9/23, according to the tadpole application, Child A's diaper was not changed until 2:00p.m. Child A's Mother spoke expressed her concern and was informed the video footage would be watched to review when Child A's diaper was actually changed. After reviewing the video footage, the center informed her that they saw that Child A's diaper was changed

earlier than 2:00p.m. The center informed Child A's Mother that she could view the video footage on 2/14/23. Outside of the diaper changing, Child A's Mother also said when she has arrived to pick up Child A from care his nose was crusty from being runny and not wiped. She felt that she should not have to use a warm washcloth to clean Child A's nose from the "crusty boogers." On 1/31/23, when she went into the center to pick up Child A from care, Child A had scratches on his face, specifically on his nose and under his eye. When Child A's Mother asked the child care staff member (CCSM) how Child A obtained the scratch marks, the CCSM said she did not know. When she inquired about why the CCSM didn't know how Child A obtained the scratch marks, the CCSM then informed her that Child A was wrestling with another child then Child A begun crying. Child A's Mother said this upset her that the CCSM did not know how Child A got the scratch marks, nor did they apply any topical cream or provide Child A's Mother with an incident report. Child A's Mother spoke with Ms. Sadie Yoder, program director regarding her concerns. Ms. Yoder informed Child A's Mother that she would speak with the CCSMs regarding the incident and provide them with some additional training.

On 2/13/23, [REDACTED] and I interviewed [REDACTED], pediatrician. [REDACTED] conformed Child A being seen at his office for a diaper rash last week. [REDACTED] conformed Child A having a diaper rash but said he had some redness on his skin where the diaper touched the skin. [REDACTED] said this rash was not unusual and he did not have any concerns.

On 2/14/23, [REDACTED] and I conducted an unannounced onsite inspection the center. [REDACTED] and I interviewed Ms. Sadie Yoder, program director, regarding the allegation. Ms. Yoder informed [REDACTED] and I that last Thursday on 2/9/23, Child A attended care in the toddler classroom with two CCSMs, CCSM 1 and CCSM 2 and eight toddler-aged children. Ms. Yoder informed us that both CCSMs are new to the job. At the present time, Ms. Yoder said the toddler room does not have a lead caregiver, but one was hired will begin working next week. Regarding diapering, Ms. Yoder said the CCSMs are supposed to log their diaper changes into the tadpole automated application system. On 2/9/23, Ms. Yoder said that Child A's diaper changes were not logged into the system. Ms. Yoder informed us since Child A's Mother spoke with her regarding her concerns, she reviewed the video footage and could see that Child A's diaper was changed in the morning hours. Ms. Yoder said that Child A's Mother posted on social media about her concerns with the safety of her son at the center and how the center was discarding conversations they had under the rug. The posting further indicates Child A had a severe diaper rash and "blown out" diaper at the time she picked up Child A from care. Included in the post was a photograph of what appeared to be Child A with the word "CENSORED" in the middle of the photograph around his skin. Another photograph was a screenshot of the center daily report showing Child A's daily food intake, sleep patterns, and diaper changes which showed Child A having his diaper changed at 2:07p.m. – wet, and 4:28p.m., wet, BM. Ms. Yoder spoke with Child A's Mother on Friday, 2/20/23 and informed Child A's Mother that she spoke with the CCSMs who worked in the classroom on 2/9/23. Ms. Yoder informed Child

A's Mother that Child A was changed outside of the times reported. CCSM 1 said Child A had "diarrhea here and there" but he did not act any different from any other day. Ms. Yoder said she saw Child A have a "blow out" on 2/9/23 but the CCSM was not able to apply any diaper ointment because he did not have any in his diaper bag. Ms. Yoder provided [REDACTED] and I with the diapering procedures for the center which is posted at each diapering station. The diapering procedures entailed eight steps to diapering the child and said the CCSMs check/or change the child's diaper every two hours and log the changes on the whiteboard in the classroom and into the automated tadpole system for parents to view.

[REDACTED] and I spoke with Ms. Yoder about the incident that occurred to Child A on 1/31/23 when Child A had scratch markings on his face. Ms. Yoder acknowledged being aware of the incident and explained that there are two active boys in the classroom, to include Child A who were "scuffling" and Child A's face got scratched. Ms. Yoder said the CCSMs who worked in the toddler room that day are no longer employed at the center. At the time of the incident, an injury report was not completed, but was completed later that evening when she was made aware of the incident. Ms. Yoder provided [REDACTED] and I with an incident report that was not signed by the CCSM. The incident stated that an incident occurred between Child A and Child B, they were wrestling. CCSM tried to intervene, and Child A got harmed (scratch under left eye). Neither Child A nor Child B said what happened. The CCSM tried to calm Child A down. he CCSM applied first aid by walking with soap and water, applied baby wipe. he CCSM notified the director later that evening around 6:00p.m.

On 2/14/23, [REDACTED] and I interviewed CCSM 1 at the center. We informed CCSM 1 of the allegation. CCSM 1 said she has been working at the center for approximately three months and has been working for the past week in the toddler classroom but previously worked in the infant room. CCSM 1 confirmed working in the toddler classroom on 2/9/23 with CCSM 2 until the room dropped to four children then worked the remainder of the shift by herself with the toddler children. When the toddler room dropped to four children, CCSM 1 said Child A transitioned to the other room while the other children went to the infant room. CCSM 1 estimated Child A going to transition room (located next to the toddler room) around 4:30p.m. CCSM 1 said she changed Child A's diaper before he went to the transition room. CCSM 1 left before CCSM 2, as CCSM 2 worked in the transition room with Child A. On 2/9/23, the children begin eating breakfast around 8:00a.m. CCSM 1 checks or changes the children's diapers after breakfast. Afterwards, the children have free time. CCSM 1 said the toddler classroom currently is without a lead caregiver. After a two-hour period, CCSM 1 checks and changes the children's diaper again. There are seven to eight toddler-aged children present in the room and sometimes she forgets to log the diaper changes into the tadpole system. CCSM 1 said they also log the diaper changes on the whiteboard in the classroom each day. CCSM 1 was unsure if Child A's diaper were logged into the tadpole system in 2/9/23. CCSM 1 said CCSM 2 does not do diaper changes. CCSM 1 did all of the diaper changes on 2/9/23. When CCSM 1 checks the diapers, every two hours, the diaper will get

changed if wet or soiled and then she logs the change on the whiteboard and in the tadpole system. CCSM 1 said when she worked in the infant room, everything was good. Since being moved to the toddler room, it has been an adjustment as the room has been without a lead caregiver for two weeks. CCSM 1 estimates checking Child A's diaper at least four or five times on 2/9/23. Child A had diarrhea on 2/9/23 but she could not recall him having a diaper rash when his diaper was changed. On 02/08/23, Child A had a "blowout" and Child A's Mother was notified. CCSM 1 was unsure of the center's policy regarding children having diarrhea. Regarding a diaper rash, CCSM 1 said she applies diaper cream ointment to the affected rash area. If a child does not have any diaper rash ointment, CCSM 1 would notify Ms. Yoder so she could call the parent. CCSM 1 said either she or CCSM 2 log the information into the tadpole system. On 2/9/23, CCSM 1 was not working at the center when Child A's Mother picked Child A up from care; she is unsure if a CCSM notified Child A's Mother of the diaper changes and diarrhea at the time of pick up.

On 2/14/23, [REDACTED] and I interviewed CCSM 2 at the center. We informed CCSM 2 of the allegation. CCSM 2 said she has been working at the center for approximately two months and occasionally works in the toddler classroom or the pre-k/preschool classroom. CCSM 2 confirmed working in the toddler classroom on 2/9/23 with CCSM 4 and CCSM 5. CCSM 1 was unsure if CCSM 1 worked in the toddler room around 8:00a.m. According to CCSM 2, between 8:00a.m. until 9:00a.m., the children were playing, and she tried changing diapers. CCSM 2 said she and CCSM 4 typically are the CCSMs who change diapers in the classroom. Around 9:00a.m, CCSM 1 was in the room with five to six toddler-aged children. CCSM 2 said from 8:00a.m until 9:00a.m. the children have breakfast, and the other children leave around 9:30a.m. to go to the transition classroom. CCSM 2 said CCSM 4 does not get the pre-k children until around 9:30a.m. CCSM 2 said some of the children do not eat breakfast. At 9:00a.m., the children began coloring while she did the two-hour diaper change/check. CCSM 2 sometimes forgets to document the diaper change in the tadpole application but documents it in the whiteboard in the classroom. CCSM 2 said CCSM 1 usually changes Child A's diaper but sometimes it whoever catches him first. On 2/9/23, CCSM 2 said she left the toddler room and went to the transition room located adjacent to the toddler room from 4:00p.m. until 5:00p.m. CCSM 2 said Child A stayed with CCSM 1 in the toddler room. CCSM 1 changed Child A's diaper on two separate occasions on 2/9/23, once around 9:00a.m. and then at the end of the day before Child A's Mother picked up Child A from care around 5:00p.m. CCSM 2 could not recall logging either diaper change in the tadpole system as she said the iPad was missing or dead and they could not charge the iPad in the classroom. CCSM 2 said the center diapering policy consists of checking and changing the children's diapers at least every two hours. CCSM 2 clarified that they cannot charge the iPad in the classroom because the electrical outlets were not working. CCSM 2 said when she changed Child A's diaper, she noticed a rash and applied diaper cream ointment during the morning diaper change. CCSM 2 said she obtained the diaper cream ointment from Child A's bin. CCSM 2 could not recall Child A having diarrhea on 2/9/23, she said his diapers were just wet when she changed him.

On 2/14/23, [REDACTED] and I interviewed CCSM 3 at the center. We informed CCSM 3 of the allegation. CCSM 3 has been working at the center for approximately two and half months and worked in the preschool classroom on 2/9/23. CCSM 3 said on occasions she works in the toddler room when needed. On a typical day, CCSM 3 said all the children start off in the toddler room and break off into their classrooms as the CCSMs and other children arrive for care. Around 8:00a.m., they begin diaper checks on the children. The diaper changes are checked every two hours throughout the day. Afterwards, the CCSMs log the diaper changes on the whiteboard and in the tadpole system. CCSM 3 said all the tablets work and can be charged when needed. All the CCSMs take turns changing diapers and work as a team. After diaper changing, the children have free time, breakfast, and then free time again. After breakfast time, the children go outside (weather permitting) until 10:20a.m. Afterwards, they come inside, wash hands and either have large group or an arts and craft activity. Diaper changes occur the second time around 10:20a.m.-10:30a.m. CCSM 3 said the diaper changes are logged in tadpoles unless she forgets, and it is also logged on the whiteboard in the classroom. Around 11:00a.m, the children have lunch. Afterwards, the CCSMs check diapers and put the children down for nap/rest time. CCSM 3 estimates the children sleeping from 12:00p.m. until 2:45p.m. When the children awake, the CCSMs check diapers again and then have snack around 3:00p.m. The children then go back outside until 4:00p.m. and return inside to wait for their parents to pick up. Regarding diaper cream, CCSM 3 said she notes it in the tadpole application if she applies diaper cream ointment. Regarding diarrhea, if a child has diarrhea more than three times in a day, they call the parents, otherwise it is noted in the tadpole application. Regarding injuries, CCSM 3 said an incident report is completed and parents are notified either at the time of pick up or immediately depending on the severity of the injury.

[REDACTED] and I briefly spoke with Ms. Yoder a sperate time informing her of some inconsistencies with the CCSM's statements regarding Child A's diaper changes on 2/9/23. [REDACTED] and I requested to view the video footage of the toddler classroom on 2/9/23 to clear up the inconsistencies. Upon review of the video footage, at 9:28a.m. Child A's diaper was changed by CCSM 1. The video footage continues until around 11:25a.m. when the children are observed to be eating lunch and having nap/rest time. There were no diaper changes observed during lunch and nap/rest time. The children napped until approximately 2:30p.m. when they woke up. Video footage shows CCSM 1 changing Child A's diaper at 2:07p.m. There were no other children observed getting their diaper changed from 9:30a.m. until 2:07p.m. which is inconsistent with the centers diapering policy of diapering every two hours. At no time during the review of the video footage did [REDACTED] or I observe CCSM 2 change Child A's diaper. All the diaper changes were done by CCSM 1.

On 2/14/23, [REDACTED] and I observed the toddler classroom. The toddler classroom had 10 toddler-aged children present with 3 CCSMs. There was a half

wall dividing a separate section of the room which is considered the transition classroom. CCSM 1 and CCSM 3 were completing diaper changes during our observation. There was a whiteboard located on the wall near the diaper changing area that entailed the names of the children and times that their diapers were checked and changed. There was a daily routine schedule posted near the entrance of the classroom located just outside of the classroom on the parent information board. The daily routine schedule said that the diaper changes occur from 8:010a.m.-8:10a.m, 10:30a.m., 2:00p.m., and 4:00p.m. CCSM's interactions with the children were positive and nurturing during the observation.

On 2/16/23, [REDACTED] and I separately interviewed Child B's Mother, Child E's Mother, and Child F's Mother via telephone. Child B's Mother said Child B ([REDACTED] 2 [REDACTED], male) has been attending care at the center for approximately one and half years. Since that time, Child B's Mother informed us that the quality of care has "gone down" since pre-COVID-19 Pandemic. Though there has been nothing reportable, Child B's Mother is unsure of the current CCSM's skill sets and she is unsure how much effort is made for routines to be followed each day. Child B's Mother said it seems as through Child B does not go outside due to other children not having appropriate clothing for the weather. Child B's Mother has heard CCSM's yelling at the toddler-aged children who are barely verbal. Child B's Mother confirmed the center having a tadpole application for the parents to view. CCSM's put information in the system that is not accurate or true, for example, put that their child ate breakfast when he was not even at the center. On occasions, the app will said Child B took a nap when he didn't, and there have been times when diaper changes have not been logged into the tadpole application system.

Child Es Mother reported no concerns with the care the center provides for Child E ([REDACTED], female). Child E's Mother feels the center needs to complete more incidents reports for the parents to view when incidents happen to their child while in care. Child E's Mother explained if her child received a scratch while in care, sometimes the CCSM who witnessed the incident had already left for that day, and she would have to wait until the next day to find out what actually happened to cause the scratch mark. Child E's Mother said last year the CCSMs kept up on notifying her of incidents and informing her about her child's day through the tadpole system application. She feels it's more of a recent problem with the new CCSMs. Child E is currently still in the potty-training process, and Child E's Mother did not have any concerns regarding the center changing her diaper each day.

Child F's Mother Child F ([REDACTED], female) has been attending acre at the center for approximately one year. She did not express any concerns regarding the care the center provides for Child F each day and said Child F enjoys attending care at the center. Child F's Mother said that the CCSMs communicate with her daily and have a tadpole application system to inform her of what her child has done each day while in care to include diapering and eating. Child F's Mother said her only concern with the center is that at times, Child F comes home with "crusty boogers" in her nose.

On 2/16/23, [REDACTED] and I attempted to interview Child C's Mother, Child D's Mother, Child G's Mother, Child H's Mother and Child I's Mother via telephone without success.

On 3/2/23, a predisposition telephone conference took place with [REDACTED] and Ms. Darlese McConnell, area manager. [REDACTED] did not have any finding from her investigation.

On 3/6/23 and 4/7/23, I conducted an exit interview with Ms. Sadie Yoder, program director and Ms. Lisa Potvin, licensee designee.

APPLICABLE RULE	
R 400.8137	Diapering; toileting.
	(6) Diapers and training pants must be checked frequently and changed when wet or soiled.
ANALYSIS:	On 2/9/23, Child A attended care at the center from approximately 7:00a.m. until around 5:00p.m. Upon review of video footage, it was discovered that neither CCSM 1 nor CCSM 2 changed any of the children's diapers in the toddler room from 9:28a.m. until after nap/rest time occurred around 2:07p.m. This was in violation of the centers diapering policy which states that the children's diapers will be checked every two hours.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:


INVESTIGATION: On 2/9/23, CCSM 1 and CCSM 2 failed to accurately notify Child A's Mother of Child A diaper changes through their electronic tadpole application system. The tadpole system indicates that Child A's diaper was only changed at 2:00p.m. despite him being in care since 7:00a.m. Child A had a diaper rash that evening when Child A's Mother arrived to pick him up from care. Child A's Mother said Child A did not have that diaper rash when she dropped him off to care that morning. Child A's Mother, Child B's Mother and Child E's Mother all said that the CCSMs have been "laxed" as of late in keeping them informed with daily accurate information regarding their children's experiences each day to include food intake, sleeping patterns, elimination patterns, developmental milestones, and or any changes in the child's behavior. Child B's Mother said on multiple occasions, the

CCSMs have posted inaccurate information regarding Child B meals and sleeping patterns.

APPLICABLE RULE	
R 400.8146	Information provided to parents.
	(3) For infants and toddlers, a center shall provide parents with a written daily record that includes at least the following information: (c) Elimination patterns, including bowel movements, consistency, and frequency.
ANALYSIS:	On 2/9/23, CCSM 1 and CCSM 2 did not provide Child A's Mother with daily accurate information regarding Child A's elimination patterns. CCSM 1 and CCSM 2 only logged in the tadpole system that Child A's diaper was changed at 2:00p.m. despite him being in care on that day from 7:00a.m. until around 5:00 pm.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

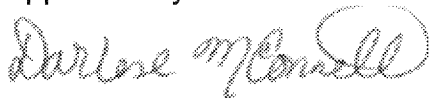


04/11/2023

Timothy A Swope
Licensing Consultant

Date

Approved By:



04/11/2023

Darlese McConnell
Area Manager

Date