



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

August 9, 2023

Lisa Potvin
Premier MI Jackson LLC
120 S. LaSalle St.
Chicago, IL 60603

RE: License #: DC380402739
Investigation #: 2023D0104015
ABC Academy III

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:

400.8125(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, licensee designee, child care staff member, and parents.
- I completed on-site inspections on the following dates: 4/20/2023, 4/24/2023, and 4/27/2023.

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

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

Upon receipt of an acceptable corrective action plan, I recommend issuance of a 1st 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, the matter will be forwarded to the disciplinary unit.

Due to the violations, you must send us a corrective action plan by 08/30/2023. 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,



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 #:	DC380402739
Investigation #:	2023D0104015
Complaint Receipt Date:	04/18/2023
Investigation Initiation Date:	04/20/2023
Report Due Date:	06/17/2023
Licensee Name:	Premier MI Jackson LLC
Licensee Address:	120 S. LaSalle St. Chicago, IL 60603
Licensee Telephone #:	(312) 481-6911
Administrator:	Lisa Potvin, Designee
Licensee Designee:	Lisa Potvin, Designee
Name of Facility:	ABC Academy III
Facility Address:	2111 Emmons Road Jackson, MI 49202
Facility Telephone #:	(517) 768-9323
Original Issuance Date:	10/15/2020
License Status:	REGULAR
Effective Date:	04/02/2023
Expiration Date:	04/01/2025
Capacity:	84
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
On 4/14/23 at approximately 11:10 am, Child A (age 3½ years, female) was separated from the class for a short time during outdoor play time.	Yes

III. METHODOLOGY

04/18/2023	Special Investigation Intake 2023D0104015
04/20/2023	Special Investigation Initiated - On Site Unannounced onsite inspection from 10:45 a.m. until 12:15 p.m. Interview with CCSM 1, CCSM 2, and CCSM 3. Observation of preschool classroom.
04/20/2023	Contact - Document Received Received child and parent information regarding incident.
04/24/2023	Contact - Face to Face Interview with Ms. Gladstone, program director at the center.
04/27/2023	Contact - Face to Face Second unannounced onsite for room observation of both indoor and outdoor activity from 10:30 a.m. until 12:30 p.m.
07/30/2023	Contact - Telephone interview with Child A's Mother.
08/01/2023	Contact - Telephone interview with Child C D & E's Mother
08/01/2023	Contact - Attempted telephone interview with Child F & G's Mother - left message.
08/07/2023	Inspection Completed-BCAL Sub. Compliance
08/08/2023	Contact – Telephone interview with Child F & G's Mother.
08/09/2023	Exit conference with Ms. Lisa Potvin, licensee designee.

ALLEGATION: On 4/14/23 at approximately 11:10 am, Child A (age 3½ years, female) was separated from the class for a short time during outdoor play time.

INVESTIGATION: On 4/20/23, I reviewed the incident report submitted to the department. On 4/14/23 at approximately 11:10 am, Child A was momentarily separated from the class while returning from outdoor play. Child care staff member 1 (CCSM 1) had just completed her name to face count while another child began to run away. During that timeframe, Child A hid in a nearby stroller. CCSM 1 and the remaining children walked into the building and returned to the classroom. The next group of children going outside found Child A alone in the outdoor play area, and radioed Ms. Marianne Gladstone, program director to inform her of Child A being left alone on the playground. Ms. Gladstone retrieved Child A from the playground area and took her back to her classroom.

On 4/20/23, I conducted an unannounced onsite inspection to the center and spoke with Child Care Staff Member 3 (CCSM 3). I informed CCSM 3 of the allegation. CCSM 3 acknowledged the allegation stating that on 4/14/23 around 11:10 a.m., she was getting ready to take the preschool children for outdoor play. After completing her name to face count by the door leading to the outdoor play area, she opened the door and saw Child A standing alone by herself approximately five feet from the door with a bloody nose crying. CCSM 3 had CCSM 2 inform Ms. Gladstone of the incident while CCSM 3 comforted Child A and attended to her bloody nose. CCSM 3 said Ms. Gladstone came down to where they were and took Child A back to her classroom. CCSM 3 had the preschool children remain in the hallway until Child A was returned to her classroom before she allowed them to leave the building to engage in outdoor play.

On 4/20/23, I interviewed CCSM 1 regarding the incident. I informed CCSM 1 of the allegation. CCSM 1 confirmed the allegation stating that she worked in the toddler room alone on 4/14/23 with seven children ranging in age of 2 ½ to 4 years old, which included Child A. CCSM 1 said around 10:40 a.m., the children went outdoors for outdoor play. Around 11:10 a.m., when it was time to go come inside, CCSM 1 did a name to face count at the gate of the toddler-age children's play area, then walked with the children through the preschool/school-age children's play area toward the rear door entrance to the center. At this time, CCSM 1 said all the children lined up by the wall near the doorway entrance of the center to conduct another name to face count. During that timeframe, a couple of the children, to include Child A, did not want to stand in line. One child left the line and began running towards the preschool outdoor play area. CCSM 1 went to get the child and brought him back into the line standing close to her. CCSM 1 then conducted another name to face count and had all the children accounted for. CCSM 1 opened the door and had all the children enter the center by walking down the hallway back to the classroom. Once they arrived in the classroom, the children washed their hands. Around 11:10 a.m., Ms. Gladstone brought Child A into the classroom

informing CCSM 1 that she was left outdoor in the play area. CCSM 1 believes that while she and the children were entering the center, Child A may have left the line and hid in an infant stroller, which was located near the doorway entrance. CCSM 1 said she was unaware of Child A leaving the line. CCSM 1 completed an incident report and informed Child A's Mother of the incident. Child A's Mother said she and Child A's sibling do the same thing at home as it's "a game" for them to run and hide. Since the incident, CCSM 1 said they are now completing more name to face counts on the children. In addition, they are also keeping Child A within close proximity of a CCSM during transition times. I spoke with CCSM 1 about using a radio to ask for assistance when she is by herself with the children to avoid any children from being left unattended momentarily. I provide consultation explaining if CCSM 1 asked another staff member for assistance during the transition back into the center she would not have left the line of children momentarily to chase the running child and may have saw Child A leave the line as there would have been another CCSM present. CCSM 1 expressed an understanding and said they are looking to getting a support staff to be available for the classroom as they currently have a lot of children in that room with behavior issues. CCSM 1 said they are also adding additional name to face count as you enter the center to assure everyone is accounted for before heading to the classroom.

On 4/20/23, I interviewed CCSM 2. I informed CCSM 2 of the allegation. CCSM 2 acknowledged CCSM 1's statement that on 4/14/23 Child A was left alone momentarily on the outdoor playground. Child A left the line when they were walking in from outdoor play and his in the stroller which is located near the center entrance door. CCSM 2 was working in the preschool room with CCSM 3. Around 11:10 a.m. they were lined up in the hallway getting the preschool-age children ready for outdoor play. CCSM 2 said they completed a name to face count with the children. When CCSM 3 opened the door to enter the outdoor play area, she saw Child A standing approximately five feet away from the door crying with a nosebleed. CCSM 2 remained in the hallway with the preschool children while CCSM 3 went out to assist Child A. She notified Ms. Gladstone of Child A being left alone on the playground. Ms. Gladstone came down to where they were and took Child A back to her classroom. CCSM 2 said both Child A and her sibling are known for hiding and running from the CCSM's as they think it is "a game." CCSM 2 said the toddler room can be difficult during transition times as they have four to five children with behavior issues who struggle during transition times.

On 4/24/23, I conducted a second unannounced onsite inspection to the center and interviewed Ms. Marianne Gladstone, program director regarding the allegation. Ms. Gladstone confirmed the incident that took place on 4/14/23 when CCSM 1 momentarily left Child A alone on the playground. Ms. Gladstone said she reviewed the video footage of the incident and but could not see Child A on the video footage. Ms. Gladstone and I tried to pull up the video footage but was unsuccessful due to the video footage only lasting for a short period of time before it records over due to only having a certain amount of spacing available. Ms. Gladstone estimated Child A being alone outside on the playground for approximately three and a half minutes

before CCSM 3 saw her while taking the preschool children outdoors. Ms. Gladstone said at approximately 11:06 a.m., CCSM 1 took her classroom inside from the outdoor play area. At 11:10 a.m., CCSM 3 opened the door and saw Child A standing near the door crying. Ms. Gladstone said she was immediately notified of the incident, went to check on Child A and walked her back to the classroom with the other children.

On 4/24/23 and 4/27/23, during my unannounced onsite inspections, I observed center premises, the outdoor play area and CCSM interactions with the children during outdoor play time. The center is located in a one-story freestanding building located on the Jackson Community College campus near residence Halls and the Howser Child development Center. The center uses five rooms for child care use space, to include Child A's room, the toddler classroom. The outdoor play area is completely fenced and located at the rear of the facility. There is an exit door that goes directly into the fenced outdoor play area. The outdoor play area contains two separate fenced play areas; one for preschool and school-age children, and a separate fenced area for the infant and toddler-age children. The two play areas are connected by a closed gate. The infant/toddler play area is the play area where Child A plays each day. I observed the play area where Child A was left unattended. This area is located inside the preschool-school-age play area. Child A was standing approximately five feet away from the center door entrance. There was an infant stroller stored in the play area near the corner of the play area next to the fence. During my observation time, I observed the CCSMs of Child A's classroom engage in outdoor play. Initially, the CCSMs had the children line up by the classroom door, completed a name to face count then proceeded to walk down the hallway to the exit door leading to the outdoor play area. Once the children reach the outdoor play area, the CCSMs completed another name to face count of the children. They walked into the fenced outdoor play area, walked across the preschool-school age play area to the gated area where the infant/toddler play area begins. The CCSMs completed another name to face count of the children and allowed the children to play. When transitioning from outdoor play back to indoor activities, the CCSMs had the children line up by the gate and completed a name to face count of the children. The CCSMs positioned themselves in the front and rear of the line and walked with the children across the preschool and school-age play area to the entrance area of the center. The CCSMs had the children stop in line by the center door entrance and conducted another name to face count of the children. The CCSMs walked into the center and completed an additional name to face count to assure all of the children were accounted for before proceeding to the classroom for another name to face count of the children. During my observation, there were three children, to include Child A who repeatedly had to be redirected by the CCSMs during outdoor play and transition times as the children did not want to stop playing outdoors. The CCSMs did a good job communicating together and kept the three children within close proximity of themselves while walking and transitioning back to the classroom. These same children also had a difficult time transitioning to the bathrooms located outside of the classroom. Other CCSMs in the center came to assist the CCSMs

with the children during the bathroom time. During my observation, the CCSMs interactions with the children were positive and nurturing.

On 7/31/23, I interviewed Child A & B's Guardian via telephone. Child A & B's Guardian said the center immediately made her aware of the incident on 4/14/23 when Child A walked away and hid in a nearby stroller while the children were coming in from the playground. Child A & B's Guardian felt the incident was accidental and could not have been prevented. Child A & B's Guardian said that both Child A and Child B (age 3 ½ years, male) like to play a game and hide to see if you can find them. Child A & B's Guardian feels this is what Child A did on 4/14/23 when she walked out of line and hid by the stroller as the children were entering the facility. Overall, Child A & B's Guardian did not express any concerns with the care and supervision the center provided to Child A and Child B. She said both Child A and Child B attended care at the center for 10 months. During that timeframe, Child A & B's Guardian felt the CCSM communicated with her daily regarding their experiences while in care. Currently, both Child A and Child B are no longer attending the center due to personal family reasons.

On 8/1/23 and 8/8/23, I separately interviewed Child C, D & E's Mother and Child F & G's Mother via telephone. Neither of the parents expressed any concerns regarding the care and supervision the center provides to their children each day. Child C, D & E's Mother said her children have attended care at the center for four and a half years and look forward to attending each day. Both Child C, D & E's Mother and Child F & G's Mother said the center communicates with them on a daily basis regarding their experiences each day either by telephone, in person or by the ProCare computer application system.

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:	On 4/14/23, CCSM 1 did not provide appropriate care and supervision for Child A when Child A was left alone outside in the outdoor play area for approximately 3 ½ minutes timeframe.
CONCLUSION:	<p>REPAET VIOLATION ESTABLISHED</p> <p>Special Investigative Report 2022D0428009 dated 3/24/2022 Corrective Action Plan dated 4/13/2022.</p> <p>Special Investigative Report 2022D0428007 dated 3/18/2022 Corrective Action Plan dated 4/6/2022</p> <p>Special Investigative Report 2022D0931018 dated 9/09/2022 Corrective Action Plan dated 9/28/2022</p>

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend issuance of a 1st provisional license.

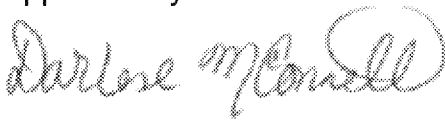


08/09/2023

Timothy A Swope
Licensing Consultant

Date

Approved By:



08/14/2023

Darlese McConnell
Area Manager

Date