



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

September 6, 2023

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

RE: License #: DC380402739  
Investigation #: 2023D0104018  
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:

**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 and parents, children.
- I completed on-site inspections on the following dates: 4/27/2023 and 8/22/2023.

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

**R400.8137(6) Diapering; toileting.**

Upon receipt of an acceptable correction action plan, I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 09/26/2023. 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**

<b>License #:</b>	DC380402739
<b>Investigation #:</b>	2023D0104018
<b>Complaint Receipt Date:</b>	04/25/2023
<b>Investigation Initiation Date:</b>	04/27/2023
<b>Report Due Date:</b>	06/24/2023
<b>Licensee Name:</b>	Premier MI Jackson LLC
<b>Licensee Address:</b>	120 S. LaSalle St. Chicago, IL 60603
<b>Licensee Telephone #:</b>	(312) 481-6911
<b>Administrator:</b>	Lisa Potvin, Designee
<b>Licensee Designee:</b>	Lisa Potvin, Designee
<b>Name of Facility:</b>	ABC Academy III
<b>Facility Address:</b>	2111 Emmons Road Jackson, MI 49202
<b>Facility Telephone #:</b>	(517) 768-9323
<b>Original Issuance Date:</b>	10/15/2020
<b>License Status:</b>	1ST PROVISIONAL
<b>Effective Date:</b>	08/23/2023
<b>Expiration Date:</b>	02/22/2024
<b>Capacity:</b>	84
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	<b>Violation Established?</b>
On 4/24/23, Child A's (age 2 ½ years, male) diaper was heavily soiled and was not changed. Child A was wearing the same diaper at the time of pick up that he wore when he arrived at care.	Yes

## III. METHODOLOGY

04/25/2023	Special Investigation Intake 2023D0104018
04/27/2023	Special Investigation Initiated - On Site Unannounced onsite inspection from 10:30 a.m. until 12:00 p.m. Interview with Ms. Gladstone, program director, Child Care Staff Member 1 (CCSM 1). Observation of room and outdoor play.
04/27/2023	Contact - Telephone call made Telephone interview with Child A's Mother.
04/27/2023	Contact - Document Received Received staff and child contact information.
08/01/2023	Contact - Telephone interview with Child B, C & D's Mother.
08/08/2023	Contact - Telephone interview with Child E & F's Mother.
08/09/2023	Exit Conference Ms. Potvin, licensee designee.
08/22/2023	Contact - Face to Face Second unannounced onsite for observation and interview with CCSM2.
08/22/2023	Contact - Attempted telephone interview with CCSM 3 - left message.
08/23/2023	Contact - Telephone interview with CCSM 3.
09/05/2023	Inspection Completed-BCAL Sub. Compliance

**ALLEGATION:** On 4/24/23, Child A's (age 2 ½ years, male) diaper was heavily soiled and was not changed. Child A was wearing the same diaper at the time of pick up that he wore when he arrived at care.

**INVESTIGATION:** On 4/27/23, I interviewed the complainant regarding the allegations.

On 4/27/23, I interviewed Child A's Mother. Child A has been enrolled in care at the center for approximately four months. Child A has a speech delay and currently has an Individualized Education Plan (IEP) to assist with his verbal skills. On 4/24/23, around 5:30 p.m. Child A's Mother arrived at the center to pick up Child A from care. Child A was in the preschool classroom. According to Child A's Mother, she noticed him walking down the hallway funny and could tell that he had a soiled diaper and was uncomfortable by the way he was walking. Child A's Mother took Child A into his classroom and changed his diaper. While she was changing Child A's diaper, she noticed that Child A was wearing the same diaper she put on him around 9:30a.m. that morning. Child A's Mother said she used different diapers at home than the diapers she provides to the center. Child A Mother said Child A has come home a couple of other times with soiled diapers when she picked him up from care in the past but figured it was the time of day she picked up due to her having a sporadic work schedule.

On 4/27/23, I conducted an unannounced onsite inspection to the center and interviewed Ms. Marianne Gladstone, program director. I informed her of the allegation. Ms. Gladstone confirmed the allegation stating that she had already spoken with Child A's Mother regarding the incident. On 4/24/23, Child A arrived to care around 10:30 a.m. When Child A arrived, he was dry. Afterwards, Child A had lunch and then took a nap. When he woke from his nap, he transitioned over to the preschool classroom while the toddler classroom went outdoors. Ms. Gladstone said Child A's diaper was dry when he went to the preschool classroom. Upon return indoors from outdoor play, the Child Care Staff Members (CCSMs) had the children use bathroom. Ms. Gladstone reiterated that Child A had transitioned to the preschool classroom when his classroom went outdoors until Child A's Mother arrived to pick him up from care around 5:30 p.m. She further explained when Child A went over to the preschool classroom for transition time. All the children are potty trained in the preschool classroom therefore when the CCSMs took a bathroom break, the CCSMs must have assumed Child A used the bathroom and did not check his pull up before his mother arrived to pick him up from care. Ms. Gladstone said once she spoke with Child A's Mother and was made aware of the incident, she spoke with all the CCSMs reminding them to check and change diapers, when necessary, in addition to at the end of the day before the parents arrive to pick up their children from care. She also reminded the preschool classroom CCSMs that not all the children transitioning from the toddler 2 classroom are completely potty trained and need to be assisted when using the bathroom or have their diapers checked and changed when needed. Ms. Gladstone said the center works closely

with the parents during the potty-training process. Regarding Child A, he is still in the early phases of potty training and wears a pull up or diaper each day. Regarding potty training and diaper changes, Ms. Gladstone said the CCSMs will check or change the children's diapers every two hours, or upon demand. All the diaper changes are documented on a whiteboard located in the classroom. Regarding Child A, after Child Care Staff Member 2 (CCSM 2) spoke with Child A's Mother regarding the incident, she agreed to also document Child A's diaper changes in the ProCare automation system to assure Child A's Mother is aware of Child A's elimination patterns each day. Ms. Gladstone said Child A is responding well with transitioning to the preschool room, however he is taking some time with potty training. Ms. Gladstone said Child A's Mother expressed no concerns with CCSM 2 and said Child A enjoys seeing her each day.

On 4/27/23, I interviewed Child Care Staff Member 1 (CCSM 1) at the center. I informed CCSM 1 of the allegation. CCSM 1 has been employed at the center approximately 2 ½ months and works in the toddler 2 classroom with Child A. CCSM 1 confirmed Ms. Gladstone's statement indicating that Child A arrived to care around 10:30 a.m. The children had a bathroom break around 11:15 a.m., which Child A had a dry diaper. Afterwards, Child A had lunch and then took a nap. When Child A awoke from his nap, the CCSMs checked his diaper which was dry. The children went outside for outdoor play. Upon return from outdoor play, the CCSMs had another bathroom break and checked and changed diapers. Child A's diaper was still dry. Around 3:30 p.m., Child A transitioned to the preschool classroom until he was picked up from care by his mother around 5:30 p.m. CCSM 2 spoke with Child A's Mother regarding the incident. She explained to Child A's Mother that his diaper was checked periodically throughout the day which was dry and why he was still wearing the same pullup. When Child A transitioned to the preschool classroom around 3:30 p.m., all the children there are potty trained therefore they may have forgotten to check his diaper and assumed he used the bathroom during their bathroom break time.

On 8/22/23, I conducted a second unannounced onsite inspection to the center for observation and to interview CCSM 2. I informed CCSM 2 of the allegation. CCSM 2 has been employed at the center for two years and works in the Toddler 2 classroom. CCSM 2 confirmed the allegation stating that on 4/24/23, Child A arrived to care around 10:30 a.m. and was wearing a pull up. Around 11:00 a.m. they did a bathroom break at which time Child A was dry and remained in his pull up. Child A then ate lunch and took a nap. Child A slept in longer than usual to around 3:30 p.m., at which time he went to the preschool room for some transition time. While in the preschool classroom, CCSM 2 was unsure if they checked or changed Child A's diaper as all the children that attend preschool are already potty trained. Child A's Mother arrived to pick up child a from care around 5:30 p.m. CCSM 2 spoke with Child A's Mother regarding her concern because Child A was wearing the same pull up that he arrived at the center in that morning. CCSM 2 explained to Child A's Mother that Child A diaper was routinely checked throughout the day, and he was dry, therefore they did not have to change his pull up. After his nap when he

transitioned to the preschool room, CCSM 2 was unsure if they checked or changed Child A. CCSM 2 informed Child A's Mother that she would begin documenting Child A's diaper checks and elimination patterns on ProCare to assist Child A's Mother in knowing his elimination patterns while in care. Child A's Mother also elected for Child A to remain in the toddler 2 classroom a little longer before transitioning into the preschool classroom. CCSM 2 also confirmed Ms. Gladstone's statement regarding the CCSMs working with the parents on the potty-training process. CCSM 2 said that Child A is still in the early stages of potty training and usually will only sit on the toilet rather than use it. CCSM 2 said Child A has made some positive strides as in the beginning, he would only go into the bathroom to play and would not even sit on the toilet.

During my unannounced onsite inspection, I also observed the center premises and Toddler 2 classroom. The center is 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 2 classroom serving children ages 2 ½ - 4 years old. Toddler 2 classroom consists of one large open room with separate defined play spaces within the classroom. The play spaces are separated by classroom furniture that include small bookshelves, tables, and play furniture. There is an open area of the classroom that has larger tables where the children eat their meals and engage in learning activities. When you first enter the classroom, there is an open area with large tables and chairs for the children and CCSM's. As you walk through the table area, the remaining classroom is separated into different defined play spaces by bookshelves and furniture. There is a diaper changing area in the classroom as well as community bathrooms located down the hallway where the CCSMs use for bathroom breaks and diaper changes. The classroom also contains a whiteboard located in the front area of the classroom that contains the names of the children present as well as a section for the CCSMs to document diaper checks and changes. On the day of my observation CCSM 2 was working with six children ages 2 ½ and older, to include Child A. The whiteboard had four diaper checks and changes documented for each child. I observed the children engaged in small group activity and freedom of choice activity. CCSM interaction with the children was positive and nurturing.

On 8/23/23, I interviewed Child Care Staff Member 3 (CCSM 3) via telephone. I informed CCSM 3 of the allegation. CCSM 3 had been employed at the center 1 ½ years and enjoys working with the children and CCSMs. CCSM 3 also confirmed the allegation and Ms. Gladstone's statement regarding Child A having his pull up checked every two hours while he was in care. CCSM 3 said that Child A slept unusually long on 4/24/23 and did not wake up until it was time for him to go to the preschool classroom for transition time. While Child A was in the Toddler 2 classroom, CCSM 3 said that Child A had his pull up checked at least every two hours. CCSM 3 said Child A's pull up was still dry therefore explaining why he was still in the same pull up Child A's Mother dropped him off in. After Child A awoke from his nap; he transitioned to the preschool room until his mother picked him up

from care around 5:30 p.m. CCSM 3 was unsure if the preschool classroom changed Child A's pull up while he was in the preschool classroom as all the preschool-aged children are potty trained.

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 daily regarding their experiences each day either by telephone, in person or by the ProCare computer application system. Child C, D & E's Mother said the CCSMs helped potty train Child E (age 4 ½ years, female). She confirmed the center doing diaper checks or changes routinely and denied her children coming home in a soiled diaper. Child F & G's Mother also confirmed both Child F (age 5 years male) and Child G (age 2 ½ years, female) going through the potty-training process with the center. Overall, Child F & G's Mother feels the center does a good job with checking and changing the children's diapers each day.

<b>APPLICABLE RULE</b>	
<b>R 400.8137</b>	<b>Diapering; toileting.</b>
	<b>(6) Diapers and training pants must be checked frequently and changed when wet or soiled.</b>
<b>ANALYSIS:</b>	On 4/24/2023, the center did not frequently check and change Child A's diaper from 3:30 p.m. until 5:30 p.m. when Child A transitioned from the Toddler room 2 to the preschool classroom. Around 5:30 p.m. when Child A's Mother arrived to pick him up from care, Child A's diaper was soiled and in need of changing.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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



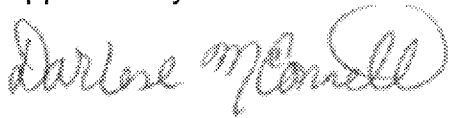
09/05/2023

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Timothy A Swope  
Licensing Consultant

Date

Approved By:



09/06/2023

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Darlese McConnell  
Area Manager

Date