



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 18, 2023

Samantha Michael
The Discovery Center
4102 W Michigan
Kalamazoo, MI 49006

RE: License #: DC390017443
Investigation #: 2023D0248008
The Discovery Center

Dear Ms. Michael:

I conducted a special investigation because the child care licensing division received information regarding your facility that related to licensing rules or law. The information was related to the following:

- R 400.8137(6) Diapering; toileting.
- R 400.8137(10) Diapering; toileting.
- R 400.8182(3) Ratio and group size requirements.

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

- I interviewed program director, child care staff members, and parents.
- I completed on-site inspections on the following dates: 03/27/2023.

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

- R 400.8137(6) Diapering; toileting.**
- R 400.8137(10) Diapering; toileting.**
- R 400.8182(3) Ratio and group size requirements.**

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 4/27/23. 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](#).

Sincerely,



Jennifer Blake, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30837
Lansing, MI 48909

(269) 615-5347

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	DC390017443
Investigation #:	2023D0248008
Complaint Receipt Date:	03/14/2023
Investigation Initiation Date:	03/14/2023
Report Due Date:	05/13/2023
Licensee Name:	The Discovery Center
Licensee Address:	4102 W Michigan Kalamazoo, MI 49006
Licensee Telephone #:	Unknown
Administrator:	Samantha Michael, Designee
Licensee Designee:	Samantha Michael, Designee
Name of Facility:	The Discovery Center
Facility Address:	4102 W Michigan Kalamazoo, MI 49006
Facility Telephone #:	(269) 372-0007
Original Issuance Date:	08/18/1993
License Status:	REGULAR
Effective Date:	02/05/2022
Expiration Date:	02/04/2024
Capacity:	68
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Children in the transitional preschool do not have their pull ups changed when soiled.	Yes
A cooperative toilet training plan between center and home is not practiced.	Yes
Children in the transitional preschool are not in the correct group sizes.	Yes
Additional Findings	No

III. METHODOLOGY

03/14/2023	Special Investigation Intake 2023D0248008
03/14/2023	Special Investigation Initiated - Telephone Interview with Child A's Mother.
03/27/2023	Inspection Completed On-site 11:30am Interview with Program Director Samantha Michael and Child Care Staff Member 1. Left Message for Child Care Staff Member 2 and Child Care Staff Member 3.
04/03/2023	Contact - Document Received Copies of daily reports received.
04/10/2023	Contact - Telephone call made telephone interview with Child B's Mother, Child C's Mother and Child D's Mother
04/10/2023	Inspection Completed-BCAL Sub. Compliance
04/13/2023	Exit Conference – with Program Director Samantha Michael

ALLEGATION: Children in the transitional preschool do not have their pull ups changed when soiled.

INVESTIGATION: On 03/14/2023, I had a telephone interview with Child A's Mother. She reported that Child A, age 2.5 is enrolled in the transitional preschool room and did not regularly have his pull up changed when soiled. Child A's Mother stated that since Child A had moved from the toddler room to the 3- and 4-year-old preschool space upstairs, she has not received communication regarding Child A's toilet training or diapering. Child A's Mother spoke with child care staff members regarding her concern that she was picking up Child A with very wet pull ups that were not being changed. Child A's Mother said that she had spoken with Child B's Mother in the transitional preschool room who reported having similar issues with Child B's diaper not being changed when soiled.

On 03/27/2023, I conducted an unannounced onsite inspection and interviewed Program Director Samantha Michael and Child Care Staff Member (CCSM) 1. Ms. Michael was aware of an incident with diapering in the transitional preschool room. She reported that Child B's Mother arrived to the center and Child Care Staff Members witnessed Child B waddling and his diaper "exploded" because it was so full of urine. Ms. Michael reported that Child Care Staff Member 2, the lead transitional preschool teacher at that time, stated she was not aware that she was supposed to be changing diapers or pull ups. CCSM 2 no longer worked at the center and CCSM 1 had since began working as the transitional preschool lead teacher. Ms. Michael explained the diapering policies stating that staff members take transitional preschool children to the restroom every two hours for a pull up or diaper change, and for those actively toilet training, every 30-45 minutes. All accidents, dry diapers and pullups, and toileting is logged in brightwheel.

I interviewed Child Care Staff Member 1 who reported that she had been the Transitional Preschool teacher for about two weeks since CCSM 2 left. CCSM 1 explained that she has a list of all the transitional preschool children with their toileting needs including nap time diapering, how often the children sit on the toilet and how often they need to be changed. Also, she sets an alarm on her phone for the children as well to ensure they all get to the toilet to be successful. She reported that she is not aware of any parents having an issue with soiled diapers.

During the onsite inspection, I observed CCSM 1 complete toileting for four transitional preschoolers, and all immediately tracked in brightwheel for parent communication. I also reviewed the posted diapering policy in the restroom.

On 4/3/2023, I received a copy of the transitional preschool children's brightwheel records from the week of 2/27/2023 and 3/13/2023. Upon reviewing the daily sheets, there were several days children's pull ups were not checked every two hours. Child C's pull up changes on 2/27/2023 were logged at 9:43am, 12:02pm, 2:00pm and 4:20pm. Child D had toilet times or diapering logged at 9:45am, 1:00pm and 4:10pm. On 03/15/2023, three of the six children in care only had one toilet entry, two children

only had two entries and one child had three entries. I explained to Ms. Michael that while Rule 400.8146(3) only requires a daily record for infants and toddlers, if staff were going to use the brightwheel app to log transitional preschool toileting and pull up changes, they should use it consistently or not use it at all as it may be confusing for parents to interpret.

On 04/10/2023, I interviewed Child B’s Mother, Child C’s Mother and Child D’s Mother. Child B’s Mother reported that she arrived one day to pick up Child B and found him with a diaper that was so saturated with urine, it was coming apart. Child B’s Mother felt that since the incident and since CCSM 2 has left the center there has not been an issue adding that CCSM 1 is “great” with diapering and communicating any toilet learning. Child C’s Mother reported that a while ago, she felt that the brightwheel app was not consistent and was not showing regular diaper changes or attempts at using the toilet. She reported that since CCSM 1 has started working in the room, she has noticed regular tracking in brightwheel and has no concerns. Child D’s Mother reported no concerns with toilet learning, adding that Child D is pretty much potty trained and only uses pull ups at nap.

Child Care Staff Member 2 and Child Care Staff Member 3 were not present on the day of the inspection. I left a message for Child Care Staff Member 2 and did not receive a return call, and Child Care Staff Member 3 had a full voicemail box and could not be reached.

APPLICABLE RULE	
R 400.8137	Diapering; toileting.
	(6) Diapers and training pants must be checked frequently and changed when wet or soiled.
ANALYSIS:	Children’s diapers and training pants were not changed when wet or soiled. Child A’s Mother, Child B’s Mother and Program Director Samantha Michaels reported occasions where children’s pull ups were very wet and had not been changed.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: A cooperative toilet training plan between center and home is not practiced.

INVESTIGATION: On 03/14/2023, I interviewed Child A's Mother who had concerns with the toilet training and diapering that was occurring in the transitional preschool room at the child care center. Child A's Mother reported that since Child A moved from the toddler room, the toilet learning plan was not communicated to her and she was "not really aware" of what the staff were doing pertaining to toilet learning.

On 03/27/2023, I conducted an unannounced onsite inspection and interviewed Program Director Samantha Michael and Child Care Staff Member 1. Ms. Michael reported that the center did not have a formal toilet learning plan, but there was a transitional preschool handbook and the staff "regularly do diapering or have children sit on the toilet."

I interviewed CCSM 1 who reported she was not aware of any toilet learning plan between the center and the parents. CCSM 1 explained that since she began working in the transitional preschool room "a few weeks ago," she has worked to establish a predictable routine, and tracks all toileting to communicate home to the parents. She added that she talks with parents at pick up regarding the children's toileting progress.

On 04/03/2023, Ms. Michael sent me a copy of the transitional preschool handbook which states all children would be potty trained before moving to the three and four preschool program. I explained to Ms. Michael that the handbook or the guidelines for moving into the transitional preschool program should be updated to indicate that they will do toilet training in the preschool program or children would stay in the toddler program. I added that there should also be information communicated to allow parents and the staff members to work together, and to practice the same toilet learning routines at home and at the center. Ms. Michael reported that she planned to immediately communicate information to the parents, and to develop a plan with CCSM 1 and transitional preschool parents.

I interviewed Child B's Mother, Child C's Mother and Child D's Mother on 04/10/2023. All parents reported that they were not aware of how toilet learning is being completed at the child care center. Child B's Mother added that she knows that CCSM 1 has worked hard to maintain communication and consistency. In one instance, Child B was having issues using the toilet, and CCSM 1 reached out to ask what they could do between home and center to help Child B.

APPLICABLE RULE	
R 400.8137	Diapering; toileting.
	(10) Toilet learning or training must be planned cooperatively between the child's regular caregivers and the child's parent so the toilet routine established is consistent between the center and the child's home.

ANALYSIS:	There is no cooperative toilet learning planned between home and the child care center. All parents interviewed reported that they were not aware of the toilet routine at the center.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Children in the transitional preschool are not in the correct group sizes.

INVESTIGATION: On 03/14/2023, I spoke with Child A’s Mother who reported that since Child A has moved from the toddler room to the upstairs preschool space, there are more than 16 children in a well-defined space. She explained that the child care will allow children to go from room to room as they please using a bracelet system to track the number of children in a well-defined space, however the bracelets and room counts are set up for ages three and up, not two and a half years which has a different maximum group size requirement. Child A’s Mother could not recall a time that she counted more than 16 children, however she felt certain that the maximum group size of 16 is not being tracked and honored for the transitional preschool children.

On 03/27/2023, during the onsite inspection, I explained to Program Director Samantha Michael the allegation that the maximum group size for two-and-a-half-year-olds, was not being honored. Ms. Michael explained that there are seven total children enrolled in the transitional preschool and instead of getting to go from room to room as they please like the three- and four-year-olds, they all stay together with CCSM 1. She explained that there are not more than 16 children in a room at a time, and they even eat in their own room to keep the group size under 16.

I interviewed CCSM 1 who is the transitional preschool teacher. CCSM 1 was aware of the maximum group size of 16. She stated that her group of preschoolers stay together as they move from room to room and staff ensure there are not more than 16 children in a space.

During the onsite inspection I observed the children getting ready for nap time in which all of the children that take a nap go to the large gross motor room, and the children that do not nap, go to the science room. During this time, I observed 22 children ages two and a half to five years in the gross motor room for a nap. I explained to Ms. Michael that the maximum group size is required to be always honored, including nap times.

I interviewed Child B’s Mother, Child C’s Mother and Child D’s Mother who all reported that they did not have concerns with the group sizes of children at the child care center.

On 04/17/2023, Program Director Samantha Michael reported that the center was no longer going to have the transitional preschool program. The center plans to keep children in the toddler room until they are potty trained and old enough to have a waiver to be in a three year old classroom.

APPLICABLE RULE		
R 400.8182	Ratio and group size requirements.	
	(3) In each room or well-defined space, the maximum group size and ratio of child care staff members to children, including children related to a staff member or the licensee, must be as shown in Table 4:	
	Age	Child Care Staff member to Child Ratio
	Maximum Group Size	
	b) Preschoolers, 30 months of age until 3 years of age	1 to 8
		16
	On 3/27/2023, I observed the maximum group size for preschool children not being honored when 22 children aged 30 months to 5 years were all present in a well-defined space.	
CONCLUSION:	VIOLATION ESTABLISHED	

IV. RECOMMENDATION

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

Jennifer Blake

4/18/2023

Jennifer Blake
Licensing Consultant

Date

Approved By:

Yolanda Sims

4/18/2023

Yolanda Sims
Area Manager

Date

