



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

ORLENE HAWKS
DIRECTOR

April 14, 2023

Centerpoint Church
2345 N 10th St
Kalamazoo, MI 49009

RE: License #: DC390019144
Investigation #: 2023D0267007
Starting Point Preschool

Dear Centerpoint Church:

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 400.8125(1) Staff; volunteer; requirements.
- R 400.8131(10) Professional development requirements.
- R 400.8155(1)(b) Child accidents and incidents; child and staff illness.
- R 400.8155(3) Child accidents and incidents; child and staff illness.
- R 400.8155(4) Child accidents and incidents; child and staff illness.
- R 400.8182(3) Ratio and group size requirements.

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

- I interviewed the licensee designee/program director, child care staff members and parents.
- I completed an on-site inspection on the following date: 3/1/2023.

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

R 400.8125(1) Staff; volunteer; requirements.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 5/4/2023. You can use our [corrective action plan](#) form or create your own.

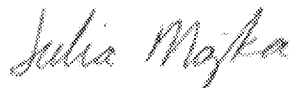
If you need help writing the corrective action plan, please contact me. If you do not send a corrective action plan, you may face disciplinary action. The corrective action plan must include the following:

- 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](#).

Sincerely,



Julia Majka, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30837
Lansing, MI 48909
(269) 615-6039

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC390019144
Investigation #:	2023D0267007
Complaint Receipt Date:	02/28/2023
Investigation Initiation Date:	03/01/2023
Report Due Date:	04/29/2023
Licensee Name:	Centerpoint Church
Licensee Address:	2345 N 10th St Kalamazoo, MI 49009
Licensee Telephone #:	Unknown
Administrator:	N/A
Licensee Designee:	Melanie Ahrens
Name of Facility:	Starting Point Preschool
Facility Address:	2345 N 10th St Kalamazoo, MI 49009
Facility Telephone #:	(269) 459-9517
Original Issuance Date:	N/A
License Status:	REGULAR
Effective Date:	10/06/2021
Expiration Date:	10/05/2023
Capacity:	113
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
A child was recently left on the playground alone.	Yes
Children can easily leave the classrooms.	No
Children are going outside without proper clothes.	No
There are child care staff members without CPR training.	No
Incident reports are not provided to parents.	No
The classrooms are not properly cleaned after an illness.	No
Parents are not notified of communicable diseases.	No
Classrooms are out of ratio.	No

III. METHODOLOGY

02/28/2023	Special Investigation Intake 2023D0267007
03/01/2023	Special Investigation Initiated - On Site Arrived at 1:00pm, Left at 3:15pm Interviewed Licensee Designee/Program Director Melanie Ahrens and Child Care Staff Member 1 and Child Care Staff Member 2
04/05/2023	Contact - Telephone call made Telephone contact made with Child Care Staff Member 3, Child A's mother, Child B and C's mother, Child D and E's mother, and Child F's father
04/11/2023	Contact- Document sent Email sent to Melanie Ahrens
4/12/2023	Contact- Document received Email received from Melanie Ahrens
4/14/2023	Exit Conference with Melanie Ahrens

ALLEGATION: A child was recently left on the playground alone.

INVESTIGATION: On March 1, 2023 I completed an unannounced onsite inspection at the facility and interviewed Licensee Designee/Program Director, Melanie Ahrens, and Child Care Staff Member(CCSM) 1 and CCSM 2. Ms. Ahrens reported that CCSM 1 told her about the playground incident on February 16, 2023. The toddler room's lead caregiver was out sick and they had staff filling in for that room. The classroom was on their way in from outdoor play and they had three staff members. They were in a line headed inside with CCSM 2 in the front, a trainee in the middle, and CCSM 3 at the back. Ms. Ahrens said the staff reported they counted the children before they started walking inside. CCSM 3 was helping two children who were having behavioral problems and she believes she missed Child A getting out of the line. When they were inside the entryway taking off their coats and boots, CCSM 1 brought Child A in from the playground. Ms. Ahrens reported that CCSM 1 was walking out with her class and saw Child A standing by the fence and the rest of her class walking in. She got Child A and brought her back to her class. Ms. Ahrens said the policy is to count the children again when they get into the classroom, but they did not make it there before Child A was brought to them. Ms. Ahrens said they had a staff meeting for the toddler room following the incident to discuss how to better handle behavior issues, so staff are not distracted.

CCSM 1 reported that on the day Child A was left on the playground CCSM 1 was walking out with her class and she saw CCSM 3 at the back of the line trying to get two children to listen and go inside with the class. CCSM 1 opened the gate for the toddler class to head inside and once they were through, she noticed Child A standing by the gate. She walked Child A to the door where the toddler room was taking off their outdoor gear and returned her to the toddler teachers. CCSM 1 said the toddler staff did not appear worried that it had happened, so she followed up with an email to Ms. Ahrens to let her know Child A had been left behind on the playground. She was not unsupervised at any time.

CCSM 2 reported she was at the front of the line when Child A was left on the playground. She was not aware the incident happened until they talked about it at a staff meeting.

On April 5, 2023, I made telephone contact with CCSM 3 and Child A's mother. CCSM 3 reported when bringing the children inside they line them up, count them, and then they hold hands to create a train walking in. She was at the back of the line and was practically carrying two children who did not want to go inside. When they got inside the door CCSM 1 brought Child A to them saying she was by the fence. CCSM 3 said they count the children when they get back into the room, but they were still in the entry way taking off their winter gear.

Child A's mother reported that she was not aware of the incident regarding Child A, but after discussing it she feels the staff handled it appropriately. She does not have concerns with the staff's supervision of the children.

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:	The toddler room child care staff members did not provide appropriate supervision to Child A when she was left on the playground, separated from their class.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Children can easily leave the classrooms.

INVESTIGATION: Ms. Ahrens reported that children do get out of the classrooms from time to time, but there is always a staff member following behind to bring them back. She reported the toddler class has a couple children who like to open the door, but staff are working on the issue and no children have gotten out of the room without their knowledge. CCSM 1 reported the younger classrooms do have children leave the room sometimes, but the staff know they're leaving and get them back right away. CCSM 2 said they have a few children who know how to open the door, but they see it happen and chase after them right away. Children have never been gone from the room without staff knowing. CCSM 3 said they have had toddlers open the door, but they see it happening and catch them. They are not unsupervised in the hallway.

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:	Children in the toddler room do open the door and leave the room, but the child care staff members are providing appropriate care and supervision when they see it happen and bring them back to the room.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Children are going outside without proper clothes.

INVESTIGATION: Ms. Ahrens reported that many children come to the facility without proper winter gear, but they have a closet full of extra boots, coats, pants, hats and gloves. They do have some kids who refuse to keep their hats and gloves on, but the items are taken outside, and an effort is made to get them to wear the appropriate items. CCSM 1 said it is not an issue in her room, but in the toddler classroom she has seen kids refuse to wear gloves, but the staff are trying to dress them appropriately. CCSM 2 reported many parents do not provide all the winter gear or they take it home and forget to bring it back. They are constantly sending messages in the application they use (HiMama) reminding parents to bring winter items. CCSM 2 said they do find items in the donation bins, so children are properly dressed. CCSM 3 said some of the children in the toddler room refuse to wear gloves, but they bring the gloves outside, so they are available when they are ready to put them on. They often put them on, but then take them back off.

Child A's mother said she has received a lot of messages asking for proper gear and when she forgets they have extra items at the facility. Child B and C's mother said she provides her children's winter gear, but they don't always agree to keep it on. She feels the staff are doing their best. Child D and E's mother reported she has no concerns with the children wearing proper winter gear. Child F's father reported his child puts up a struggle to wear his gloves, but the staff try to make him wear them. He realizes it is tough to make children keep gloves on.

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:	The child care staff are providing appropriate care by ensuring the children have proper winter gear available.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: There are child care staff members without CPR training.

INVESTIGATION: During my onsite inspection Ms. Ahrens reported there are two staff members who have not had their CPR training, but they have been at the facility less than 90 days. On April 12, 2023, Ms. Ahrens provided documentation that all child care staff have completed their CPR training.

APPLICABLE RULE	
R 400.8131	Professional development requirements.
	(10) All child care staff members who work directly with children are required to be trained in first aid and pediatric, child, and adult cardiopulmonary resuscitation (CPR) within 90 days of being hired. Prior to issuing a license to operate a child care center, and prior to the renewal of a license, the department shall verify that at least 50% of the child care staff members who work directly with children are currently certified in first aid and pediatric, child, and adult CPR. Each of these child care staff member's first aid and CPR certificates must be valid and retained on file in the center.
ANALYSIS:	All child care staff members have documentation of CPR training.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Incident reports are not provided to parents.

INVESTIGATION: Ms. Ahrens provided a copy of the center's written plan for how and when a parent is notified of an accident, injury or incident. The plan reads: In the event of an injury while at school, our staff will provide a verbal or written report to notify you of the incident. Verbal reports are done via phone or in person (at pick up) and written reports are communicated via HiMama. Ms. Ahrens reported that the staff still complete incident reports, and they are kept on file, but parents are not given a copy. She reported the staff send messages through HiMama or tell the parents at pick up, unless it is a serious injury, then they are called immediately. Ms Ahrens showed me on an iPad notifications in HiMama to parents regarding accidents or injuries.

APPLICABLE RULE	
R 400.8155	Child accidents and incidents; child and staff illness.
	(1)A center shall have a written plan for how and when a parent is notified when personnel observe any of the following: (b) A child experiences an accident, injury, or incident.
ANALYSIS:	The center is following their written plan for how and when parents are notified of accident, injury or incident.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The classrooms are not properly cleaned after an illness.

INVESTIGATION: Ms. Ahrens reported that the center has a cleaning crew that cleans the rooms every night and if there is a reported case of Covid in a room, they do an ultra-sonic cleaning using specialized cleaners. She said a few staff have complained about the floors not being clean, and it was discovered a couple rooms were locked and the cleaning crew did not have a key. The issue has been addressed and there have been no further complaints. CCSM 1 said her room was not cleaned a few times because it was locked and the cleaning company did not have a key, but it has been clean since they discovered the issue. CCSM 1 said she regularly cleans the room using the 3-step process (wash, rinse and sanitize). CCSM 2 reported that every evening at closing they 3-step all the toys, surfaces, and door handles trying to be proactive because there are always runny noses. She feels the center is cleaned properly. CCSM 3 said the center has a cleaning crew and when she arrives everything appears clean. The staff also clean the room continuously throughout the day.

APPLICABLE RULE	
R 400.8155	Child accidents and incidents; child and staff illness.
	(3) Items and facilities used by an ill child or adult must not be used by any other individual until washed, rinsed, and sanitized.

ANALYSIS:	The center did have an issue with rooms not being cleaned due to doors being locked for the cleaning crew, but the issue was addressed. Child care staff members report they are regularly washing, rinsing, and sanitizing to keep the facility clean. They do not report any issues with items not being cleaned after illnesses.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Parents are not notified of communicable diseases.

INVESTIGATION: Ms. Ahrens stated when they become aware of communicable diseases, they send a message with all the required information to parents through HiMama and they post a notice on the bulletin board. She showed me past notification in the application. CCSM 1 said communicable disease notifications are sent through HiMama and posted on the bulletin board. She said she does not see many notifications, but she can only see HiMama for her room. CCSM 2 said messages are sent to parents through the app and posted on the board in the entryway. CCSM 3 said she is not aware of the notification process because the lead caregivers or Ms. Ahrens handle them, but she sees the messages on HiMama.

Child A's mother said she regularly sees messages on HiMama regarding all illnesses going around the room. Child B and C's mother said she feels sometimes they are notified a little late of illness because her children have already caught it, but she does receive the messages through HiMama. Child D and E's mother said she has not seen any notifications because they have not been attending for very long. She has not had any concerns and said the center has great communication with the parents. Child F's father reported they do get notified of illness all the time.

APPLICABLE RULE	
R 400.8155	Child accidents and incidents; child and staff illness.
	<p>(4) If a center becomes aware that a staff member, volunteer, or child in care has contracted a communicable disease, then the center shall notify parents and provide all of the following information:</p> <ul style="list-style-type: none"> (a) The name of the communicable disease the children were exposed to. (b) The symptoms of the disease. (c) Prevention measures as recommended by the U.S. Centers for Disease Control and Prevention (CDC) at the following website: https://www.cdc.gov/DiseasesConditions.

ANALYSIS:	Child care staff members and parents report the center is notifying parents of illness when they become aware of them.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Classrooms are out of ratio.

INVESTIGATION: Ms. Ahrens reported that they work very hard to make sure they are within ratio. They sometimes run into issues in the mornings and have to move staff to another room until another staff member arrives. If extra staff are not available, Ms. Ahrens works in rooms to keep within ratio. CCSM 1 said if she is out of ratio, she calls the office to let them know and either children get shifted to another room or an extra staff member comes in. She is not aware of it happening in other rooms. CCSM 2 said the only time she can remember ratio issues was in January of 2023 when seven or eight kids started coming in earlier than expected, but they were able to adjust staff to help and changed schedules to make sure the toddler room staff came in earlier. CCSM 3 said she not seen the toddler room out of ratio, but they are taught to pull staff from the office or another room if needed.

Child A’s mother said she is usually one of the first parents to drop off and her husband picks up. She has never had concerns with ratio. Child B and C’s mother said she has seen the toddler room out of ratio when she is dropping off, but they pulled in staff from the office to fix the problem. Child D and E’s mother said she feels the center has a lot more staff than other facilities and she has not heard any issues with ratio. Child F’s father said he has seen staff members go out into the hallway while he’s there, but they go right back into the room. He believes the room is within ratio.

APPLICABLE RULE	
R 400.8182	Ratio and group size requirements.
	<p>(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:</p> <p>Child Care Staff Member to Child Ratios:</p> <p>(a) Infants and toddlers, birth until 30 months of age 1 to 4, 12 max group size.</p> <p>(b) Preschoolers, 30 months of age until 3 years of age 1 to 8, 16 max group size</p> <p>(c) Preschoolers, 3 years of age until 4 years of age 1 to 10, 30 max group size.</p>

	<p>(d) Preschoolers, 4 years of age until school age 1 to 12, 36 max group size.</p> <p>(e) School-agers, 1 to 18, 36 max group size</p>
ANALYSIS:	Ms. Ahrens and child care staff members report there are times when the rooms get out of ratio, but there are extra staff available to step in to maintain compliance. Child B and C's mother reported seeing the toddler room out of ratio, but the center was able to fix it right away. Child A's mother, Child D and E's mother, and Child F's father report no concerns with ratio.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

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

Julia Majka

4/14/2023

Julia Majka
Licensing Consultant

Date

Approved By:

Yolanda Sims

4/14/2023

Yolanda Sims
Area Manager

Date