



STATE OF MICHIGAN  
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
 LANSING

GRETCHEN WHITMER  
 GOVERNOR

ORLENE HAWKS  
 DIRECTOR

May 12, 2022

Elise Allie  
 ATH, LLC  
 400 Gladys  
 Portage, MI 49024

RE: License #: DC390409741  
 Investigation #: 2022D0267007  
 A Touch of Home Childcare VI

Dear Mrs. Allie:

I conducted a special investigation because the child care licensing division received a complaint against your facility that related to licensing rules or law. The allegations were related to the following:

R 400.8125(1)	Staff; volunteer; requirements.
R 400.8330(8)(c)	Food services and nutrition generally.
R 400.8330(2)	Food services and nutrition generally.

The details of the allegations are in the attached report. To investigate the allegations, I completed an onsite inspection on 3/31/2022. I interviewed the person who made the complaint, program director, child care staff members, and parents.

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

<b>R 400.8330(8)(c)</b>	<b>Food services and nutrition generally.</b>
<b>R 400.8330(2)</b>	<b>Food services and nutrition generally.</b>
<b>R 400.8134(3)(a)</b>	<b>Hand washing.</b>
<b>R 400.8325(1)</b>	<b>Sanitization.</b>

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 6/1/2022. 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:

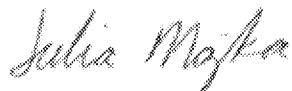
- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

	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,



Julia Majka, Licensing Consultant  
Child Care Licensing Bureau  
611 West Ottawa St.  
P.O. Box 30664  
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**

<b>License #:</b>	DC390409741
<b>Investigation #:</b>	2022D0267007
<b>Complaint Receipt Date:</b>	03/30/2022
<b>Investigation Initiation Date:</b>	03/30/2022
<b>Report Due Date:</b>	05/29/2022
<b>Licensee Name:</b>	ATH, LLC
<b>Licensee Address:</b>	400 Gladys Portage, MI 49024
<b>Licensee Telephone #:</b>	Unknown
<b>Administrator:</b>	Elise Allie, Designee
<b>Licensee Designee:</b>	Elise Allie, Designee
<b>Name of Facility:</b>	A Touch of Home Childcare VI
<b>Facility Address:</b>	7888 South 8th Street Kalamazoo, MI 49009
<b>Facility Telephone #:</b>	(269) 743-7229
<b>Original Issuance Date:</b>	10/04/2021
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/04/2022
<b>Expiration Date:</b>	04/03/2024
<b>Capacity:</b>	30
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Appropriate supervision was not provided. When Child A and B's mother arrived to pick up her children, she rang the doorbell and no child care staff members answered the door. A child let her in and once in the room there were approximately 15 children and no staff members in the room.	No
Child A and B arrived at the center at 7:30am and left at 2:30pm. They were only provided one snack while in care. The parent was not notified, prior to children being in care, that the facility does not provide food and parents are responsible for food.	Yes
Additional Findings	Yes

## III. METHODOLOGY

03/30/2022	Special Investigation Intake 2022D0267007
03/31/2022	Inspection Completed On-site Arrived at 1:30pm; Left at 2:20pm Interviewed Program Director Jenny Ranney and Child Care Staff Member Kaley Houston
05/04/2022	Contact - Telephone call made Telephone contact made with Child A and B's mother, Child C's mother, Child D's mother, Child E's mother, and Child F's mother
05/05/2022	Contact - Telephone call made Telephone contact made with Child Care Staff Member Kennedy Pilger
05/11/2022	Exit Conference with Licensee Designee Elise Allie

**ALLEGATION:** Appropriate supervision was not provided. When Child A and B's mother arrived to pick up her children, she rang the doorbell and no child care staff members answered the door. A child let her in and once in the room there were approximately 15 children and no staff members in the room.

**INVESTIGATION:** On March 31, 2022, I completed an unannounced onsite inspection at the facility and interviewed Program Director, Jenny Ranney and Child Care Staff Member, Kaley Houston. Ms. Ranney reported that Child Care Staff Member, Kennedy Pilger was working in the afternoon when Child A and B's mother picked up. She stated that Ms. Pilger was not working today, but she has spoken with her about the allegation and Ms. Pilger advised Ms. Ranney that she was in the room the whole time, but she was around the corner. Ms. Houston reported that she was not working that afternoon, because she left at 1:00pm. She was relieved by Ms. Pilger.

On May 4, 2022, I made telephone contact with Child A and B's mother, Child C's mother, Child D's mother, Child E's mother, and Child F's mother. Child A and B's mother reported that this site for A Touch of Home is not her normal center. She normally takes her children to the Parkview location, but due to spring break, they had too many children signed up; therefore, she was asked to take her children to the Texas Corners center. On March 25, 2022, when she arrived to pick her children up at 2:30pm she rang the doorbell, but no staff members came to the door. She stated that a child aged approximately 6 years old opened the door to let her in. When she walked into the room, she looked around for a staff member and did not see one present. Child A and B's mother said she started gathering her children and their things and after a couple minutes a staff member came up behind her and said hello. She did not say anything to the staff member about no one supervising the room.

Child C's mother, Child D's mother, Child E's mother, and Child F's mother also reported that they were using this center temporarily, but normally attend the Parkview location for A Touch of Home. Child C's mother reported that when she was dropping her child off she rang the buzzer and no one came to the door. She then called the facility and asked someone to come and let her in. When she entered the room there was a staff member present and she never saw the room unsupervised when she used the facility. Child D's mother reported that every time she dropped off or picked up there was always a staff member in the room. Child E's mother reported always seeing a staff member at drop off and pick up. Child F's mother stated that there was always a staff member in the room, and they had no issues.

On May 5, 2022, I made telephone contact with Ms. Pilger. She reported that she did work in the afternoon that day and she was in the kitchenette area, around the corner, heating up a child's mac and cheese when Child A and B's mother arrived for pick up. She stated she did not hear the buzzer but did see her enter the room. Ms.

Pilger stated that she has a line of vision into the room from the kitchenette and the children were not left unsupervised.

While onsite I observed the kitchenette and the child care room. Staff are able to see some of the child care room from the kitchenette and can see if anyone enters or leaves through the exits. The children are school-age and a quick trip to the kitchenette does not pose an issue with supervision.

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff; volunteer; requirements.</b>
	<b>(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.</b>
<b>ANALYSIS:</b>	Ms. Pilger reported that she was in room when Child A and B's mother entered the center and she saw her enter the room. Child C's mother, Child D's mother, Child E's mother, and Child F's mother reported no issues with supervision in the room and stated there were always staff members present at drop off and pick up.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:** Child A and B arrived at the center at 7:30am and left at 2:30pm. They were only provided one snack while in care. The parent was not notified, prior to children being in care, that the facility does not provide food and parents are responsible for food.

**INVESTIGATION:** Ms. Raney reported that the facility was providing care for some children from the Parkview facility for spring break and on the first day some parents did not realize that their facility did not provide food like the Parkview facility does. Ms. Raney said she asked the school-age staff to make sure everyone had a lunch for the day, or they could provide food. She did not hear back from the staff member, so she assumed all children had lunch. She reported Ms. Houston was the child care staff member working that morning and she informed Ms. Raney that she asked if anyone needed lunch and no children spoke up.

Ms. Houston stated that Ms. Raney called the school-age room in the morning and asked if anyone needed lunch for the day. Ms. Houston reported that she asked the children, but none of the children said they needed lunch. Ms. Houston stated that the center provided granola bars and bagels in the morning, but she did not notice if Child A and B ate breakfast or not. She reported that when it came time for lunch, she saw Child A and B sitting down with some other children, but she was cleaning

and did not notice that they were not eating. She stated that she did bake cookies with the children after lunch, so Child A and B did have a snack.

Child A and B’s mother stated that after she picked her children up from the facility they reported being starving because they had not eaten all day, except a cookie. She reported that she was never notified that this facility did not provide lunch like their other facility. Child A and B’s mother said it is normal for her children to decline breakfast, but she never would have sent them without a lunch had she known it was not provided.

Child C’s mother reported that she received a notification through the Brighwheel app on the afternoon of March 25, 2022, notifying parents that are attending the Texas Corners facility for spring break that they just found out meals are not provided at that facility and parents need to provide lunch and snacks. Child C’s mother stated that she did not send her child to the facility that day, but if she had she would not have known to provide food. Child D’s mother reported that her child has allergies, so she always provides food, but she does recall seeing a message come through the Brightwheel app. Child E’s mother said she only used the center one day, but she does recall a message coming through, so she knew to provide food for her child. Child F’s mother reported that she was aware she needed to provide food and she had no concerns.

<b>APPLICABLE RULE</b>	
<b>R 400.8330</b>	<b>Food services and nutrition generally.</b>
	<b>(8) A child shall be served meals and snacks in accordance with the following schedule:</b> <b>(c) Seven to 10 hours of operation: a minimum of 1 meal and 2 snacks or 2 meals and 1 snack.</b>
<b>ANALYSIS:</b>	Child A and Child B were in care for approximately 7 hours and were only served 1 snack. Ms. Houston reports that breakfast was offered, but she did not see if the children ate. Ms. Ranney and Ms. Houston reported that they asked if any children needed lunch and no children reported needing lunch. Ms. Houston stated that she did see Child A and Child B sitting during lunch, but she was not aware they did not have food.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.8330</b>	<b>Food services and nutrition generally.</b>
	<b>(2) A written agreement shall be kept on file at the center if the parent has agreed to provide formula, milk, or food. The center shall provide an adequate amount of formula, milk, or food if the parent does not.</b>
<b>ANALYSIS:</b>	The facility did not have a written agreement with Child A and B's mother, Child C's mother, Child D's mother, Child E's mother, or Child F's mother that the parent had agreed to provide food.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

### **ADDITIONAL FINDINGS:**

**INVESTIGATION:** During my onsite inspection I observed children asking if they could eat lunch, and a child care staff member telling them to eat any time. The children did not wash their hands before eating and the staff members present did not address the lack of handwashing. I also observed children eating lunch at tables that were being used for other activities without the tables being thoroughly washed, rinsed, and sanitized.

<b>APPLICABLE RULE</b>	
<b>R 400.8134</b>	<b>Hand washing.</b>
	<b>(3) Staff and volunteers shall ensure that children wash their hands at all of the following times: (a) Before meals, snacks, or food preparation experiences.</b>
<b>ANALYSIS:</b>	The staff members did not ensure children washed their hands before eating lunch.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.8325</b>	<b>Sanitization.</b>
	<b>(1) All tableware, utensils, food contact surfaces, and food service equipment must be thoroughly washed, rinsed, and sanitized after each use. Multi-purpose tables must be thoroughly washed, rinsed, and sanitized before and after they are used for meals or snacks.</b>
<b>ANALYSIS:</b>	The multi-purpose tables were not thoroughly washed, rinsed, and sanitized before the children ate lunch.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

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

*Julia Majka*

5/12/2022

Julia Majka  
Licensing Consultant

Date

Approved By:

*Yolanda Sims*

5/12/2022

Yolanda Sims  
Area Manager

Date