



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL
LANSING

Michelle Richard
ACTING DIRECTOR

4/1/2024

Kentwood Community Church
1200 60th St Se,
Kentwood, MI, 49508

License Number: DC410019981
Special Investigation Number: SI-00119748

Dear Kentwood Community Church,

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:

Rule/Law Number	Rule Description
R 400.8182(3)(b)	Preschoolers, 30 months of age until 3 years of age, child care staff member to child ratio of 1 to 8, maximum group size of 16.
R 400.8170(13)	All pieces of playground equipment that have an elevated playing or climbing surface, regardless of the height of the playing or climbing surface, must be surrounded by a shock absorbing surface and meet the guidelines defined by the Consumer Product Safety Commission (CPSC) Handbook for Public Playground Safety, which is available at no cost at www.cpsc.gov . This handbook is also available for inspection, and distribution at no cost, at the Michigan Department of Licensing and Regulatory Affairs, Bureau of Community and Health Systems, Child Care Division, 611 West Ottawa Street, Lansing, MI 48933. The shock absorbing surface material may be either unitary or the loose-fill type. An exception to this subrule is provided for natural playgrounds.

R 400.8380(1)	The premises must be maintained in a clean and safe condition and must not pose a threat to health or safety.
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The details of the allegations are in the attached report. To investigate the allegations:

- I interviewed: Program Director, CCSM 1, CCSM 2, Curtis Thompson (licensee designee), Child A's Mother, Child B's Mother, Child C's Mother.
- I completed on-site inspections on the following dates: 3/6/2024

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

Rule/Law Number	Rule Description
R 400.8182(3)(b)	Preschoolers, 30 months of age until 3 years of age, child care staff member to child ratio of 1 to 8, maximum group size of 16.

Due to the violations, you must send us a [corrective action plan](#) by 4/22/2024. You can use our corrective action plan form or create your own.

If you need help writing the corrective action plan, please contact licensing consultant Laura Pastotnik at (616) 373-0198 or pastotnikl@michigan.gov. 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 this report for accuracy and contact your consultant, Laura Pastotnik at (616) 373-0198 or pastotnikl@michigan.gov. In the event that Laura Pastotnik is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Laura Pastotnik".

Laura Pastotnik, Licensing Consultant

Enclosure

**MICHIGAN DEPARTMENT OF
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL
CHILD CARE LICENSING**

Report Type: Special Investigation Report

Date of Report: 4/1/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00119748	3/4/2024
Investigation Initiation Date	Report Due Date
3/5/2024	5/4/2024
License Number	Licensee Name(s)
DC410019981	Kentwood Community Church
Facility Name	Licensee Designee(s)
Explore and Grow Christian Child	Curtis Anthony Thompson
Program Type	Central Administrator(s)
Center	
Capacity	Program Director(s) Name
274	Whitney Saganski Qualifications: R 400.8113(7)(b) (9). Date PD Approved: 2024-03-01
Facility Address	Mailing Address
1200 60th Street, SE, Kentwood, MI, 49508	1200 60th St Se, Kentwood, MI, 49508
Facility Phone Number	Facility Email Address
6164550690	cthompson@kcconline.org
Original License Issuance Date	License Status:
8/10/1988	Regular
License Effective Date:	License Expiration Date:
3/16/2023	3/15/2025

ALLEGATION(S)

	Violation Established?	
The child care center was not in compliance with the required child care staff member to child ratio on 3/4/24.	Yes	
There is inadequate surfacing on the playground.		No
The kitchen refrigerator has mold in it. The door seal is covered, and the fan inside is covered with mold and soot.		No

METHODOLOGY

Date	Activity
3/5/2024	Special Investigation Case Created SI-00119748
3/5/2024	Special Investigation Initiated via Phone Call Spoke with the complaint source
3/6/2024	Inspection Completed On-Site Unannounced site visit completed; Interviews completed with the program director, Child Care Staff Member 1 (CCSM 1), and Child Care Staff Member 2 (CCSM 2)
3/14/2024	Inspection Completed On-Site Interview completed with licensee designee, Curtis Thompson
3/19/2024	Contact – Phone Call Made Phone calls attempted to Child A's Mother, Child B's Mother, and Child C's Mother
3/19/2024	Contact – Phone Call Received Spoke to Child C's Mother
3/22/2024	Contact – Phone Call Received Spoke to Child B's Mother
3/22/2024	Contact – Phone Call Received Spoke to Child A's Mother
3/27/2024	Exit conference completed with the program director

ALLEGATION: The child care center was not in compliance with the required child care staff member to child ratio on 3/4/24.

INVESTIGATION:

On 3/5/2024, I spoke to the complaint source. She has not observed classrooms to know if they have been out of the staff to child ratio, but she was told that six staff members called in yesterday and does not believe they would have been able to find enough people to cover for them. Staff calling in has been an ongoing issue. She stated that the center is adding rooms to expand capacity, and she does not understand how they will be able to have enough staff to do that because there is not enough staff now.

On 3/6/2024, I spoke with the program director (PD). She was recently approved as PD and began working in her new role on Monday, 3/4/2024. She was previously working in the center as a lead caregiver. There have been frequent issues with staff calling into work, but there have never been issues with not having enough staff to meet ratio requirements. On Monday, two staff members did not come to work, but “floater” staff members were used, and some children were moved between classrooms to stay within ratio. PD explained that she does not like to have to move children to other classrooms because of their need for consistency, and she is working hard to hire new staff. There

is a new hire starting tomorrow, and four people are scheduled for interviews. I observed attendance documentation of attendance for children and staff in each classroom on 3/4/24, 3/5/24, and 3/6/24, and there were enough staff each day to meet the staff to child ratio requirements.

I observed each classroom with the PD, and one of the nine rooms was not in compliance with staff to child ratio. There were 15 children present between the ages of 2.5-3.5 years old. Child Care Staff Member 1 (CCSM 1) and Child Care Staff Member 2 (CCSM 2) were working in the classroom, but CCSM 2 left for a break without another staff member coming in the room to cover for her. PD stated that the previous program director informed staff that they were able to be out of ratio when the children were sleeping, but, when she became the program director this week, she told all staff that they need to have coverage for breaks and remain in ratio at all times. This is something that she will continue to discuss with staff and ensure is being followed.

On 3/6/2024, I spoke to CCSM 1. She reported that they always have enough staff to maintain ratio, but they do not always cover staff breaks. She explained that they were always told that, if the majority of children were asleep, they did not need to stay in ratio. CCSM 2 planned her break time for when the children were asleep so that they did not need to have someone else in the room to cover for her. CCSM 1 was notified that licensing rules require that they stay in ratio at all times, including when children are sleeping.

On 3/6/2024, I spoke to CCSM 2. She stated that they always have enough staff to meet ratio requirements, but she was under the impression that they did not need to be in ratio when children were sleeping. CCSM 2 stated that she left for her break during nap time and did not have another staff member cover for her. She was notified that licensing rules requires staff to stay in ratio at all times.

On 3/14/2024, I spoke to the licensee designee, Curtis Thompson. He reported that he was unaware that ratio was not being followed under the previous program director. Since finding out that ratio needs to be maintained during naps, he and PD have been diligent to make sure that all breaks are covered.

On 3/19/2024, I attempted a phone call to Child A's Mother, Child B's Mother, and Child C's Mother.

On 3/19/2024, I spoke to Child C's Mother. She stated that her child has been attending the child care center for about three years, and there have never been concerns related to the care provided. Over the past few months, there has been a lot of staff turnover including the program director, assistant director, and several office staff. It is concerning to her why so many staff have quit. Child C's Mother stated that, during pick up and drop off times, the children always appear well supervised, and there are multiple staff members present.

On 3/22/2024, I spoke to Child A's Mother. She reported having a child in the preschool classroom and after school program. She has never had any concerns related to staffing or the care her children has received.

On 3/22/2024, I spoke to Child B's Mother. She reported having four children in care currently, and she has utilized the child care center for the last eight years. She has never had any concerns related to staffing or the care her children have received. She stated that staff have been phenomenal and have gone above and beyond for her family and children's needs. She stated that there are usually multiple staff present in classrooms when she drops off and/or picks up her children, and, if there is only one staff member, it is because there is a small group of children present.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8182(3)(b)	Preschoolers, 30 months of age until 3 years of age, child care staff member to child ratio of 1 to 8, maximum group size of 16.
ANALYSIS:	One of nine classrooms observed was not in compliance with ratio. One of two child care staff members working in the classroom took a break without coverage from another staff member. This left one caregiver with 15 children present. The youngest child was 30 months.
CONCLUSION:	Violation Established

ALLEGATION: There is inadequate surfacing on the playground.

INVESTIGATION:

The complaint source has not seen the playground. Someone else told her that the ground surfacing may not be compliant with child care licensing rules.

The program director reported only having one playground, and I observed the area. The playground is a fully enclosed space with adequate turf surfacing below all play structures. Updates were made to the playground in 2023, and a playground inspection was completed on 8/21/2023.

CCSM 1 and CCSM 2 did not have any concerns about the playground.

Child A's Mother, Child B's Mother, and Child C's Mother did not have any concerns related to the playground.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8170(13)	All pieces of playground equipment that have an elevated playing or climbing surface, regardless of the height of the playing or climbing surface, must be surrounded by a shock absorbing surface and meet the guidelines defined by the Consumer Product Safety Commission (CPSC) Handbook for Public Playground Safety, which is available at no cost at www.cpsc.gov . This handbook is also available for inspection, and distribution at no cost, at the Michigan Department of Licensing and Regulatory Affairs, Bureau of Community and Health Systems, Child Care Division, 611 West Ottawa Street, Lansing, MI 48933. The shock absorbing surface material may be either unitary or the loose-fill type. An exception to this subrule is provided for natural playgrounds.
ANALYSIS:	There is adequate playground surfacing.
CONCLUSION:	Violation Not Established

ALLEGATION: The kitchen refrigerator has mold in it. The door seal is covered, and the fan inside is covered with mold and soot.

INVESTIGATION:

The complaint source stated that she has observed the moldy condition of the refrigerator firsthand. She reported having photos of the refrigerator and agreed to send them to me, but I never received them.

The program director denied there being any cleanliness or health issues in the kitchen. She reported that maintenance was just in the refrigerator to work on adding shelving for their anticipated expansion. She brought me to the kitchen, and I inspected the large, walk-in refrigerator. No mold was observed.

CCSM 1 and CCSM 2 did not have any concerns about the cleanliness of the kitchen.

Curtis Thompson denied there being any issues of mold in the refrigerator. The door seal is being replaced to optimize performance, but there have been no issues of mold or temperature loss because of it. He also ordered new removable shelves so that they could be clean more easily and thoroughly than the current shelving system.



RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8380(1)	The premises must be maintained in a clean and safe condition and must not pose a threat to health or safety.

ANALYSIS:	The premises is clean and does not pose a threat to health or safety.
CONCLUSION:	Violation Not Established

BUREAU RECOMMENDATION

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

Approved By:	
 Laura Pastotnik 03/26/2024 Consultant Date	 Katrice Sweet 04/01/2024 Area Manager Date