



GRETCHEN WHITMER  
GOVERNOR

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

Michelle Richard  
ACTING DIRECTOR

5/14/2024

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

License Number: DC410019981  
Special Investigation Number: SI-00121278

Dear Kentwood Community Church,

I conducted a special investigation because the child care licensing bureau 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 400.8164(1)   | An operable phone must be available and accessible in the building during the hours the center is in operation.         |
| R 400.8380(4)   | Floors, interior walls, and ceilings must be kept in sound condition, good repair, and maintained in a clean condition. |

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

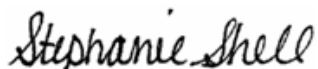
- I interviewed program director, licensee, and staff members .
- I completed on-site inspections on the following dates: 4/10/2024

| <b>During this special investigation:</b>                                       | <b>Yes</b>               | <b>No</b>                           |
|---|--------------------------|-------------------------------------|
| 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, Stephanie Shell at (616) 481-3498 or shells3@michigan.gov. In the event that Stephanie Shell is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Stephanie Shell, Licensing Consultant

Enclosure

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

**Report Type:** Special Investigation Report

**Date of Report:** 5/14/2024

|  |   |
|--|---|
| <b>Special Investigation Number</b>          | <b>Complaint/Incident Receipt Date</b>  |
| SI-00121278                                  | 4/8/2024  |
| <b>Investigation Initiation Date</b>         | <b>Report Due Date</b>  |
| 4/10/2024                                    | 6/9/2024  |
| <b>License Number</b>                        | <b>Licensee Name(s)</b>   |
| DC410019981                                  | Kentwood Community Church   |
| <b>Facility Name</b>                         | <b>Licensee Designee(s)</b>   |
| Explore and Grow Christian Child             | Curtis Anthony Thompson   |
| <b>Program Type</b>                          | <b>Central Administrator(s)</b>   |
| Center                                       |   |
| <b>Capacity</b>                              | <b>Program Director(s) Name</b>   |
| 274  | Whitney Saganski<br><b>Qualifications:</b> R 400.8113(7)(b) (9).<br><b>Date PD Approved:</b> 2024-03-01 |
| <b>Facility Address</b>                      | <b>Mailing Address</b>  |
| 1200 60th Street, SE,<br>Kentwood, MI, 49508 | 1200 60th St Se,<br>Kentwood, MI, 49508   |
| <b>Facility Phone Number</b>                 | <b>Facility Email Address</b>   |
| 6164550690                                   | cthompson@kcconline.org   |
| <b>Original License Issuance Date</b>        | <b>License Status:</b>  |
| 8/10/1988                                    | Regular   |
| <b>License Effective Date:</b>               | <b>License Expiration Date:</b>   |
| 3/16/2023                                    | 3/15/2025   |

**ALLEGATION(S)**

|   | <b>Violation Established?</b> |    |
|---|-------------------------------|----|
| Child care staff members found mouse feces in the Infant and Otter rooms. |                               | No |
| On 4/8/2024 and 4/9/2024, there was not an operable phone.                |                               | No |

**METHODOLOGY**

| <b>Date</b> | <b>Activity</b>                                |
|-------------|--|
| 4/10/2024   | Special Investigation Case Created SI-00121278 |
| 4/10/2024   | Special Investigation Initiated via On-site    |

|            |  |
|------------|--|
|            | 12:25PM-1:30PM Interviewed program director, licensee, and CCMS1 |
| 05/13/2024 | Exit conference  |

**ALLEGATION: Child care staff members found mouse feces in the Infant and Otter rooms.**

**INVESTIGATION:**

On 4/10/2024, I completed an unannounced inspection at the facility. During my onsite inspection, I interviewed Program Director (PD). She reported that she has been only been the program director for 5 weeks but has been working at the facility for years. PD reported that on 4/9/2024, CCMS 1 contacted her at 6:30AM and informed her that there was a mouse in the infant room. She reported that she went to the infant room and saw two mouse droppings behind the door. She immediately cleaned them and sanitized the floor. PD reported that they pulled out the refrigerator and all the bookshelves, cleared out the cabinets and there were no other signs of mice in the classroom. The other classrooms were also checked and there was no evidence of any mice or mice infestations. That evening, after the children left for the day, the facility cleaning crew put down sticky traps and the following morning there were no evidence of any mice. PD explained that they are remodeling and have had contractors in and out of the building and believes that could have led to a mouse entering the building.

During my onsite inspection, I interviewed Licensee designee, Curtis Thomas. He reported that he was made aware of the mouse that was found in the infant room. Curtis Thomas reported that this was an isolated incident and there have never been any mice in the building before. The nightly cleaning crew has extensively cleaned every classroom and taken everything out of the shelves, cupboards and pulled everything away from the wall to ensure there is no evidence of a mouse investigation. He believes the mouse must have entered by the contractors coming in and out of the building. Curtis Thomas reported they have pest control company coming out to check the building.

During my onsite inspection, I interviewed CCMS 1. She reported that she is the lead caregiver in the infant classroom. When she opened the classroom on 4/9/2023, she saw something moving and run out of the classroom. She realized it was a mouse and noticed two mouse droppings behind the door in the classroom. She reported that the mouse was caught. She contacted PD and she came down immediately and the classroom was cleaned and sanitized. She has never seen a mouse or any droppings in the five years she has worked there.

During my onsite inspection, I observed the infant classroom. I checked the room for mouse droppings and did not see any or any evidence of a mouse infestation.

**RULE/STATUTORY VIOLATIONS:**

| APPLICABLE RULES |   |
|------------------|---|
| R 400.8380(4)    | Floors, interior walls, and ceilings must be kept in sound condition, good repair, and maintained in a clean condition.   |
| ANALYSIS:        | Based off interviews with staff and observing the classroom, the center is clean and maintained in a safe condition. There is no evidence of a mouse infestation, and proper steps were taken to prevent this from happening. |
| CONCLUSION:      | <b>Violation Not Established</b>  |

**ALLEGATION:** On 4/8/2024 and 4/9/2024, there was not an operable phone.

**INVESTIGATION:**

On 4/10/2024, PD reported that a new phone system was installed over the weekend. Parents were able to make a call to the center and they were able to call out. She reported that phones were installed in each classroom and there was an issue with one classroom not being able to call another classroom, but that has been resolved.

On 4/10/2024, Curtis Thomas reported that they updated their phone service and installed new phones throughout the facility. He reported that there were some kinks that needed to be worked out; he explained that was an internal issue and did not affect parents being able to call the office or staff members not being able to call out.

On 4/10/2024, CCSM 1 reported that the phone in her classroom was not able to call out because it hadn't been set up yet and staff were not sure how to use the phones yet. CCSM 1 reported that she was able to call the office not other classrooms. CCSM 1 reported that parents were able to call the office and the office phone was able to call out.

**RULE/STATUTORY VIOLATIONS:**

| APPLICABLE RULES |   |
|------------------|---|
| R 400.8164(1)    | An operable phone must be available and accessible in the building during the hours the center is in operation. |

