



GRETCHEN WHITMER  
GOVERNOR

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

MICHELLE RICHARDS  
ACTING DIRECTOR

02/26/2024

Tutor Time Learning Centers, LLC  
21333 Haggerty Road,  
Novi, MI, 48375

License Number: DC410250291  
Special Investigation Number: SI-00078625

Dear Tutor Time Learning Centers, LLC,

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)(a)	Infants and toddlers, birth until 30 months of age, child care staff member to child ratio of 1 to 4, maximum group size of 12.
R 400.8137(6)	Diapers and training pants must be checked frequently and changed when wet or soiled.

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

- I interviewed: the interim program director, staff, parents.
- I completed on-site inspections on the following dates: 10/24/2023.

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

Rule/Law Number	Rule Description
R 400.8182(3)(a)	Infants and toddlers, birth until 30 months of age, child care staff member to child ratio of 1 to 4, maximum group size of 12.
R 400.8137(6)	Diapers and training pants must be checked frequently and changed when wet or soiled.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 03/15/2024. 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.

<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, Dawnita Diaz at or diazd@michigan.gov. In the event that Dawnita Diaz is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Dawnita Diaz, Licensing Consultant  
(616) 402-9376

Enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
CHILD CARE LICENSING BUREAU**

**Report Type:** Special Investigation Report

**Date of Report:** 02/29/2024

<b>Special Investigation Number</b>	<b>Complaint/Incident Receipt Date</b>
SI-00078625	10/13/2023
<b>Investigation Initiation Date</b>	<b>Report Due Date</b>
10/24/2023	12/23/2023
<b>License Number</b>	<b>Licensee Name(s)</b>
DC410250291	Tutor Time Learning Centers, LLC
<b>Facility Name</b>	<b>Licensee Designee(s)</b>
Tutor Time ChildCare Learning Center	Kristen Ruff
<b>Program Type</b>	<b>Central Administrator(s)</b>
Center	
<b>Capacity</b>	<b>Program Director(s) Name</b>
121	
<b>Facility Address</b>	<b>Mailing Address</b>
6690 Old 28th Street, SE, Grand Rapids, MI, 49546-6946	21333 Haggerty Road, Novi, MI, 48375
<b>Facility Phone Number</b>	<b>Facility Email Address</b>
6169422124	6300@tutortime.com
<b>Original License Issuance Date</b>	<b>License Status:</b>
10/23/2002	Regular
<b>License Effective Date:</b>	<b>License Expiration Date:</b>
7/5/2022	7/4/2024

**ALLEGATION(S)**

	<b>Violation Established?</b>	
On 10/13/2023, the child care staff member to child ratio was not maintained in the infant room.	Yes	
The staff in the Infant 2 room do not change diapers regularly.	Yes	

**METHODOLOGY**

<b>Date</b>	<b>Activity</b>
10/24/2023	Special Investigation Case Created SI-00078625
10/24/2023	Special Investigation Initiated via On-site Unannounced on-site 10:50am-11:15am met with interim director and staff
10/24/2023	Contact – Phone Call Made

	Spoke with CCSM 1 re: allegations
11/7/2023	Contact – Phone Call Made left message for Child B's Mother re: investigation
11/7/2023	Contact – Phone Call Made Left message for Child D's Mother re: investigation
11/7/2023	Contact – Phone Call Made Spoke with Child A's Mother re: allegations
11/7/2023	Contact – Phone Call Made Spoke with Child C's Mother re: allegations
11/20/2023	Contact – Phone Call Made Exit conference Spoke with Kirsten Ruff, licensee designee, re: investigation

**ALLEGATION: On 10/13/2023, the child care staff member to child ratio was not maintained in the infant room.**

**INVESTIGATION:**

On 10/24/2023 I conducted an unannounced on-site inspection to the facility. I met face to face with Darlene McCorkle, interim program director. I explained the allegations to her, and she admitted that on 10/13/2023 the infant room was operating out of ratio. This occurred due to staff not being scheduled for the morning, an influx of parent dropping off infants, and a staff member arriving late. While on-site I viewed the infant 1 and infant 2 classroom and they were operating in ratio.

On 10/24/2023 I made a telephone call to Child Care Staff Member 1 (CCSM 1). She stated on 10/13/2023 she was working in the morning opening shift, and she had six infants without any other staff members present in the classroom with her.

I spoke with Child A's Mother and Child C's Mother regarding the allegations and they both have seen the infant classroom with "too many children".

On 11/20/2023 I spoke with Kirsten Ruff, licensee designee, regarding this investigation. She was aware of the ongoing issue of the infant classroom operating out of ratio. She stated she is working with Ms. McCorkle to continually ensure the center operates in ratio.

**RULE/STATUTORY VIOLATIONS:**

APPLICABLE RULES	
R 400.8182(3)(a)	Infants and toddlers, birth until 30 months of age, child care staff member to child ratio of 1 to 4, maximum group size of 12.
ANALYSIS:	The required child care staff member to child ratio has not been maintained in the infant room.

CONCLUSION:	<b>REPEAT VIOLATION ESTABLISHED</b> <b>Child Care Special Investigation Case: 11/3/2023: Violation Established;</b>
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**ALLEGATION:** The staff in the Infant 2 room do not change diapers regularly.

**INVESTIGATION:**


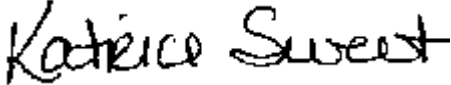
On 10/24/2023 I conducted an unannounced on-site inspection to the facility. I met face to face with Darlene McCorkle, interim program director. I explained the allegation to her, and she acknowledged that there had been an issue with diapers being changed in the Infant 1 classroom. There was a new child care staff member and she had been missing diaper changes. Darlene McCorkle addressed this with the staff person and provided verbal training to her on the expectations for diaper changing in the classroom.

On 11/07/2023 I spoke with Child A's Mother by telephone. She has had concerns with diapers not being changed regularly. There was a period of time when Child A would have "super wet or dirty diapers and had been getting rashes" due to not being changed on a regular basis. She addressed this with the staff and felt it was responded to appropriately.

**RULE/STATUTORY VIOLATIONS:**

APPLICABLE RULES	
R 400.8137(6)	Diapers and training pants must be checked frequently and changed when wet or soiled.
ANALYSIS:	Staff in the infant room have not changed diapers when they were wet or soiled.
CONCLUSION:	<b>REPEAT VIOLATION ESTABLISHED</b> <b>4/24/2023: Violation Established; Child Care Special Investigation Case: 10/13/2023: Violation Established;</b>

**BUREAU RECOMMENDATION**

<b>Bureau Recommendation</b>	
Upon receipt of an acceptable corrective action plan, I recommend no change in the status of the license.	
<b>Approved By:</b>	
 Dawnita Diaz <b>Consultant</b> <b>11/27/2023</b>	 Katrice Sweet <b>Area Manager</b> <b>02/29/2024</b>