



GRETCHEN WHITMER
GOVERNOR

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

Michelle Richard
ACTING DIRECTOR

4/1/2024

Belknap Child Development Center
751 Lafayette NE,
Grand Rapids, MI, 49503

License Number: DC410251170
Special Investigation Number: SI-00080973

Dear Belknap Child Development Center,

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 400.8140(1)	Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.

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

- I interviewed: Reporting person, program director/designee, child care staff members, parents.
- I completed on-site inspections on the following dates 01/02/2024:

As a result of this investigation, I recommend no change to the current license status. I did not find any violations. The special investigation report is attached.

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, Dawnita Diaz at 616- 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,

A handwritten signature in cursive script that reads "Dawnita Diaz".

Dawnita Diaz, Licensing Consultant

Enclosure

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

THIS REPORT CONTAINS QUOTED PROFANITY AND/OR SEXUALLY EXPLICIT LANGUAGE.

Report Type: Special Investigation Report

Date of Report: 4/1/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00080973	12/20/2023
Investigation Initiation Date	Report Due Date
12/21/2023	4/26/2024
License Number	Licensee Name(s)
DC410251170	Belknap Child Development Center
Facility Name	Licensee Designee(s)
Belknap Child Development Center	Joan A Lange
Program Type	Central Administrator(s)
Center	
Capacity	Program Director(s) Name
21	Joan A Lange Qualifications: Date PD Approved:
Facility Address	Mailing Address
751 Lafayette Avenue, NE, Grand Rapids, MI, 49503	751 Lafayette NE, Grand Rapids, MI, 49503
Facility Phone Number	Facility Email Address
6167429999	langejoan@hotmail.com
Original License Issuance Date	License Status:
8/27/2002	Regular
License Effective Date:	License Expiration Date:
10/12/2023	10/11/2025

ALLEGATION(S)

	Violation Established?	
Child Care Staff Member 1 (CCSM 1) was angry and yelled at children in the infant/toddler classroom.		No

METHODOLOGY

Date	Activity
12/21/2023	Special Investigation Case Created SI-00080973
12/21/2023	Special Investigation Initiated via Phone Call Spoke with reporting person about allegations
12/21/2023	Contact – Phone Call Made

	Left message for reporting person
1/2/2024	Contact – Phone Call Made LM for CCSM 3
1/2/2024	Contact – Phone Call Made LM for CCSM 3
1/2/2024	Inspection Completed On-Site 11:54am-1:20pm met with Joan Lange, licensee designee and program director and staff re: allegations
1/5/2024	Contact – Phone Call Received Message received from CCSM 3
1/8/2024	Contact – Phone Call Made TX- Child B's Mother, left message
1/8/2024	Contact – Phone Call Made Spoke with CCSM 3 re: allegations
1/8/2024	Contact – Phone Call Made TX- Child A's Mother, left message
2/21/2024	Contact – Phone Call Made LM for designee to complete exit conference
2/23/2024	Exit conference completed with Joan Lange, PD/designee.

ALLEGATION: Child Care Staff Member 1 (CCSM1) was angry and yelled at children in the infant/toddler classroom.

INVESTIGATION:

On 12/21/2023 I spoke with the reporting person by telephone. They explained they witnessed Child Care Staff Member 1 (CCSM1) becoming angry and yelling at children in the infant/toddler classroom. They said that CCSM1 yelled and said: “If that was my kid I would beat their ass” and “I’m going to the other classroom to get hugs from good kids.” They felt that CCSM1 has a pattern of this type of behavior, short temper, snapping at children, lack of nurturing responses, and felt that the program director does not address it with her. They said CCSM1 has not hurt or injured a child.

On 01/02/2024 I conducted an unannounced on-site inspection to the facility. I met with Joan Lange, program director/designee, regarding the reported allegations. She was aware of the reported incident. She denied CCSM1 yelled or threatened any children in care. She said CCSM1 became overwhelmed and frustrated with the high needs of the children in the classroom and removed herself from the class. She stated she staff’s the center over the required ratio for staff and the room was in ratio when CCSM1 left. She had staff bring concerns to her about CCSM1’s behavior. She met with CCSM1 individually the following day and discussed her behavior. She said CCSM1 “knew she was loud and needed to calm down.” She did not feel CCM1 was out of control or threatening to children in care. She saw her reaction as normal and she responded appropriately by saying she needed time away from the classroom. Once she had

about an hour away from the class she returned to the classroom and there were no other incidents. Ms. Lange said CCSM1 has had issues with CCSM2 who she has a personal relationship with outside of work. This has caused friction in the workplace and CCSM2 has ended her employment at the center.

I then met with CCSM1 outside the presence of others. She is the lead infant/toddler teacher. She was aware of the incident stating that day was “hectic” and the children in care were displaying challenging behaviors such as throwing food and not listening to directions. She said, “I was frustrated and needed a break.” She went to the preschool classroom and told Ms. Lange she needed a break and said the children, “Ms. Jayne is upset, and I need a hug.” She denied being angry, telling children they were bad or threatening children. She acknowledged she had a difficult time working with CCSM2. She said she did not want to take direction or work, refusing to complete required tasks and generally being difficult to work with.

I then interviewed CCSM3 outside the presence of others. She was aware of the reported incident. She denied CCSM1 behaved inappropriately or said threatening things to children in care.

On 01/08/2024 I spoke with CCSM2 by telephone. She said she worked with CCSM1 on a regular basis when she was employed at the center. She felt, “CCSM1 gets easily frustrated and comes to work ready to have a bad day.” She went on to say from her perspective, “CCSM1 can’t handle kids being kids.” She had told Ms. Lange about her concerns however feels she “minimizes” them.

On 01/25/2024 I spoke with Child A’s Mother by telephone. She did not have any concerns with CCSM1. She said she has concerns with Ms. Lange and feels, “her tone is upsetting.” She could not provide any specific incidents or dates it’s just what she had experienced during drop off or pick up times.

On 01/29/2024 I spoke with Child B’s Mother by telephone. She said her experience with CCSM1 is, “There’s a way to talk to kids and a way you don’t when you work with kids. I’ve had concerns with yelling and not being nurturing towards the children. I feel she doesn’t need to be working in child care.” She did not provide any specific dates/incidents following these statements stating this was her thoughts and experience.

On 02/23/2024 I spoke with Joan Lange by telephone for an exit conference. I reviewed the findings and discussed resources, support, and ongoing training to address concerns that were identified in the investigation.

