



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 26, 2023

James VanderMaas
Michigan Family Resources
2626 Walker Avenue
Walker, MI 49544

RE: License #: DC410383444
Investigation #: 2023D1083003
North Kent Head Start

Dear Mr. VanderMaas:

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:

R400.8125 Staff; volunteer; requirements.

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

- I interviewed: the program directors, child care staff members, and guardian.
- I completed on-site inspections on the following dates: 5/18/2023.

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

R400.8125 Staff; volunteer; requirements.

R400.8158 Incident, accident, injury, illness, death, fire reporting.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 8/16/2023. 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.

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 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,



Stacia L. Thrower, Licensing Consultant
 Child Care Licensing Bureau
 611 W. Ottawa St.
 P.O. Box 30664
 Lansing, MI 48909
 (616) 916-5504

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
CHILD CARE LICENSING BUREAU
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	DC410383444
Investigation #:	2023D1083003
Complaint Receipt Date:	05/17/2023
Investigation Initiation Date:	05/18/2023
Report Due Date:	07/16/2023
Licensee Name:	Michigan Family Resources
Licensee Address:	2626 Walker Avenue Walker, MI 49544
Licensee Telephone #:	(616) 453-4145
Administrator:	James VanderMaas, Designee
Licensee Designee:	James VanderMaas, Designee
Name of Facility:	North Kent Head Start
Facility Address:	14951 White Creek Ave. Cedar Springs, MI 49319
Facility Telephone #:	(616) 696-3990
Original Issuance Date:	09/02/2016
License Status:	REGULAR
Effective Date:	03/02/2021
Expiration Date:	03/01/2023
Capacity:	49
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
On 5/9/2023, Child A (Female, 4 years of age) was standing on a tire swing at the center and fell. Child A injured her groin requiring medical treatment.	Yes
Additional Findings	Yes

III. METHODOLOGY

05/17/2023	Special Investigation Intake 2023D1083003
05/18/2023	Special Investigation Initiated - On Site. Approximately 10:29AM - 11:58AM. Interviewed Program Directors Jessica Sanborn and Kari Miner and Child Care Staff Member 1.
05/19/2023	Contact - Telephone call made to Child A's Guardian
05/19/2023	Exit Conference w/James Vandermaas, Licensee Designee via telephone.

ALLEGATION: On 5/9/2023, Child A (Female, 4 years of age) was standing on a tire swing at the center and fell. Child A injured her groin requiring medical treatment.

INVESTIGATION:

Alena Gessner, Administrator, contacted me on 5/15/2023 to report the injury/accident regarding Child A. Ms. Gessner also submitted an incident report on this same date which outlined the details of the incident. Per the incident report, on 5/9/2023, Child A was standing on a tire swing at the center when she fell. Child A's groin area landed on the swing's chains when she fell. Child A was offered an ice pack, but she refused it. Shortly after falling, a staff member observed a small amount of blood in Child A's underwear and contacted Child A's guardian via telephone. The guardian picked up Child A from the center and notified the staff the following morning that Child A received emergency medical care for the injury she sustained. Child A's injury was cauterized under anesthesia and returned to care at the center on 5/15/2023.

I conducted an unannounced onsite inspection on 5/18/2023. I interviewed Jessica Sanborn, Program Director, regarding the allegation. She reported that on 5/9/2023, all three of the Head Start classrooms were located on the playground for outdoor

activities. Jessica Sanborn was at the rear of the playground supervising children playing on or near the walking track. Child Care Staff Member 1 was at the front of the playground near the playground's climber, and Kari Miner was near the swings also located at the front of the playground. Child A was standing on the tire swing however, she did not observe this. She explained that Child Care Staff Member 1 told her that Child A had fallen on the swing. Jessica Sanborn explained she attended to Child A and offered her an ice pack. Child A was crying and declined the ice pack. She offered Child A a hug which she accepted and eventually stopped crying. Child A continued to play and demonstrated typical behavior. The children returned to the classroom for lunch and Child A showed no signs of distress. Jessica Sanborn stated that after lunch, Child A used the restroom, and she observed two spots of blood in Child A's underwear. One spot was quarter sized, and the other spot was dime sized. She contacted Child A's guardian via telephone and reported the injury and her observations. Child A's guardian picked up Child A and later reported taking Child A to seek medical attention. Child A's wound was cauterized, and she returned to the center after a couple of days. Jessica Sanborn reported that Child A has been fine since returning to the center.

I also interviewed Child Care Staff Member 1 regarding the allegation. She explained that on 5/9/2023, Child A was swinging on the tire swing while standing. Child A had been told several times to sit down on the swing. Child Care Staff Member 1 stated that when she looked up again Child A was still standing on the tire swing. Child Care Staff Member 1 stated that she was getting ready to tell Child A to sit down again when Child A fell, straddling the chain link on the swing. Child Care Staff Member 1 did not recall where each staff member was located on the playground, but she stated that Child A had been told to sit down on the swing at least three to four times by various staff members. Child Care Staff Member 1 reported that Child A had fallen to Jessica Sanborn and advised her that Child A may have injured herself.

I interviewed Kari Miner regarding the allegation. She stated that she was near the climber working with a child who required close supervision. Ten minutes prior to Child A falling, she'd observed Child A standing on the tire swing. Kari Miner stated she went to Child A and asked her to sit down on the swing. She continued to supervise the children near the climber. She did not observe Child A fall, but she heard Child A crying and realized that she had fallen. Kari Miner observed Child A walking toward other staff members and Jessica Sanborn attended to Child A after she fell. Kari Miner stated that she had heard other staff members ask Child A to sit down on the tire swing, but she was supervising a separate group of children near the climber for the majority of time that the children were outdoors.

I interviewed Child A's Guardian regarding the allegation via telephone on 5/19/2023. She reported no concerns regarding the care and supervision that Child A receives at the center. Child A's Guardian reported that that she was contacted when the injury occurred, and she appreciated the care and concern that staff members demonstrated for Child A. She also took the time to share her

appreciation for Head Start. She stated that the staff members have assisted her in caring for Child A in the best way possible by educating her in appropriate interventions and strategies and assisting her with agency resources and connecting her with community partners.

APPLICABLE RULE	
R 400.8125	Staff; volunteer; requirements.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	Appropriate care and supervision were not provided for Child A. Child A was observed using the tire swing inappropriately which increased the likelihood of injury. Child A was verbally redirected to sit down multiple times. Staff members did not initiate actions beyond verbal redirection to ensure that Child A utilized the swing appropriately as the swing is intended to be used while sitting.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

Child A was injured at the center on 5/9/2023. Child A’s guardian notified the center that she was seeking medical attention for Child A on 5/10/2023. Ms. Gessner, Administrator, reported the injury to the department on 5/15/2023. During the onsite inspection on 5/18/2023, Ms. Sanborn acknowledged that she was not aware of the requirement to notify the department of serious accidents and injuries that involve medical treatment or hospitalization. She explained that on 5/15/2023, she received medical documentation from Child A’s guardian and reported the incident to Alena Gessner. Jessica Sanborn and Kari Miner are new program directors. I provided technical assistance and consultation during the onsite inspection regarding R400.8158. I also provided consultation to Alena Gessner involving suggestions for training that would benefit new directors in their roles. I also discussed training suggestions and opportunities for new program directors with James Vandermaas during the exit conference on 5/19/2023.

APPLICABLE RULE	
R 400.8158	Incident, accident, injury, illness, death, fire reporting.
	(3) A licensee, licensee designee, or program director shall report to the department, via phone, fax, or email, within 24 hours of notification by a parent that a child received medical treatment or was hospitalized for an injury, accident, or medical condition that occurred while the child was in care.

