



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 2, 2023

Whitney Mooney
SW Mooney LLC
2911 Knapp St NE
Grand Rapids, MI 49525

RE: License #: DC410398235
Investigation #: 2022D1083015
The Goddard School (Knapp's Corner)

Dear Mrs. Mooney:

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 (1) Staff; volunteer; requirements.
R400.8182 (3)(a) Ratio and group size requirements.

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

- I interviewed: the program director, licensee, licensee designee, and child care staff members.
- I completed on-site inspections on the following dates: 5/11/2022 and 5/12/2022.

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

R400.8125 (1) Staff; volunteer; requirements.

R400.8182 (3)(a) Ratio and group size requirements.

R400.8182 (3)(b) Ratio and group size requirements.

R400.8182 (3)(d) Ratio and group size requirements.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 2/20/2023. 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 #:	DC410398235
Investigation #:	2022D1083015
Complaint Receipt Date:	05/06/2022
Investigation Initiation Date:	05/11/2022
Report Due Date:	07/05/2022
Licensee Name:	SW Mooney LLC
Licensee Address:	2911 Knapp St NE Grand Rapids, MI 49525
Licensee Telephone #:	(616) 208-9292
Administrator:	Whitney Mooney, Designee
Licensee Designee:	Whitney Mooney, Designee
Name of Facility:	The Goddard School (Knapp's Corner)
Facility Address:	2911 Knapp Street NE Grand Rapids, MI 49525
Facility Telephone #:	(616) 208-9292
Original Issuance Date:	08/16/2019
License Status:	REGULAR
Effective Date:	02/16/2022
Expiration Date:	02/15/2024
Capacity:	148
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Appropriate care and supervision is not provided to the children in care. Many rooms including toddler rooms do not maintain appropriate child care staff member to child ratios.	Yes

III. METHODOLOGY

05/06/2022	Special Investigation Intake 2022D1083015
05/11/2022	Special Investigation Initiated - On Site, approximately 10:40AM – 11:50AM. Interviewed Heather Phelps, Program Director and Child Care Staff Member 1.
05/12/2022	Inspection Completed On-site, approximately 1:25PM – 2:20PM. Interviewed Child Care Staff Member 2 and Child Care Staff Member 3.
05/12/2022	Exit Conference w/ Sean and Whitney Mooney, Licensee Designee.

ALLEGATION: Appropriate care and supervision is not provided to the children in care. Many rooms including toddler rooms do not maintain appropriate child care staff member to child ratios.

INVESTIGATION:

I conducted an unannounced onsite inspection on 5/11/2022. I interviewed Heather Phelps, program director, regarding the allegation. She acknowledged that the center has been understaffed for the past couple of weeks. Appropriate staff member to child ratios were not maintained in the toddler (darling deer) room and the 4-year-old (Mighty Moose) room. Ms. Phelps explained that over the past couple of weeks, the toddler room did not maintain appropriate staff to child ratios for ½ hour on one occasion and the 4-year-old room operated for ½ day without appropriate staff to child ratios in place. Over the past couple of weeks, the center has struggled to maintain appropriate ratios in both rooms at least a couple of times. Ms. Phelps explained that the center has had difficulty providing adequate staff to child ratios primarily in the mornings. This occurs at drop off time (8:30AM – 9:00AM) as the center is awaiting child care staff members to arrive for their assigned shifts. She acknowledged that ratio overages have occurred in various rooms over the past couple of weeks. On the date of inspection, Ms. Phelps stated

that the toddler room (darling deer) operated this morning for approximately 10 minutes without appropriate staff to child ratios while awaiting child care staff members to arrive. She explained that a number of child care staff members have been ill, leaving the center understaffed. The center has offered a refund to parents as an incentive to keep children home as they address staffing shortages. The center has ceased enrolling new children, and they are currently working with a recruiting agency to hire additional child care staff members.

I interviewed Child Care Staff Member 1 regarding the allegation on 5/11/2022. She stated that the center is currently a bit understaffed. The staff shortage began approximately two weeks ago. Prior to this, the center did not have staffing or ratio issues. Child Care Staff Member 1 reported that the ratio issues have occurred over the past 2 weeks in the darling deer room (children aged 24 – 30 months), the turtle room (children aged 12-18 months), the pleasant pheasant room (children aged 30-36 months), and the mighty moose room (children aged 4-5 years). These rooms have not been able to maintain appropriate staff member to child ratios ranging from a few minutes to one hour over the past couple of weeks due to staffing shortages. On the date of inspection, the darling deer room did not maintain appropriate staff to child ratios for approximately 15 – 20 minutes until she arrived to assist with coverage. Child Care Staff Member 1 explained that on today's date, she arrived at the center at 7:10AM. Upon arrival, she helped to open the mighty moose because the assigned child care staff member was "running late." Child Care Staff Member 1 went to the darling deer room at approximately 8:30AM. She explained that the darling deer room operated without appropriate staff to child ratios for approximately 15 -20 minutes. Child Care Staff Member 1 explained that from 8:00AM – 9:00AM is when overages tend to occur as this is drop off time at the center.

I conducted an unannounced onsite inspection on 5/12/2022. I interviewed Child Care Staff Member 2 regarding the allegation. Child Care Staff Member 2 reported working in the pleasant pheasant room (children aged 30-36 months). She stated that the center has not been able to maintain appropriate staff to child ratios primarily during the morning hours of 8:00AM – 9:00AM which is the center's drop off time period. Child Care Staff Member 2 reported that on 5/11/2022 she cared for 9-11 children alone in the pleasant pheasant room for approximately 20 minutes. She explained that this classroom has not been able to maintain appropriate staff to child ratios during the morning hours every day for the past 2 weeks. The classroom has operated over the appropriate staff to child ratios from 5 minutes to 30 minutes every day.

I also interviewed Child Care Staff Member 3 on 5/12/2022. She explained that the center is struggling with staffing currently. Child Care Staff Member 3 reported working in the mighty moose room. Recently, the classroom has not maintained appropriate staff to child ratios. Last week, she cared for 20 children alone for ½ the day. She explained that there was hearing and vision screening at the center and there were no available staff members to assist her for ½ of the day. Other overages in ratio that occur in the classroom range from one hour or more with the longest

time of non-compliance being the ½ day that she was alone with 20 children. Child Care Staff Member 3 estimated that the mighty moose classroom has operated without appropriate staff to child ratios being met approximately 3-4 times over the past 2 weeks.

I spoke with the Licensee Designees, Sean and Whitney Mooney during the onsite inspection on 5/12/2022. Mr. and Mrs. Mooney acknowledged that the center has been short staffed over the past couple of weeks and that appropriate staff to child ratios have not been met. Mr. Mooney explained that the center experienced a number of child care staff members leaving employment at one time. This created difficulty in the center's ability to maintain adequate ratios in each classroom. The center hired a recruitment specialist to assist in hiring additional qualified child care staff members and five new child care staff members had been hired at the time of my inspection. Mr. and Mrs. Mooney have also offered discounts to parents for keeping children home, if possible, to assist the center as they hire and train additional staff members to care for children.

APPLICABLE RULE	
R 400.8182	Ratio and group size requirements.
	(3) In each room or well-defined space, the maximum group size and ratio of child care staff members to children, including children related to a staff member or the licensee, must be as shown in Table 4: (a) For infants and toddlers, there shall be 1 caregiver for 4 children and a maximum group size of 12.
ANALYSIS:	Heather Phelps and Child Care Staff Member 1 acknowledged that on 5/11/2022, the toddler room (darling deer) did not maintain appropriate caregiver to child ratios for at least 10 minutes.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.8182	Ratio and group size requirements.
	(3) In each room or well-defined space, the maximum group size and ratio of child care staff members to children, including children related to a staff member or the licensee, must be as shown in Table 4: (b) For preschoolers 30 months of age until 3 years of age, there shall be 1 caregiver for 8 children and a maximum group size of 16.

ANALYSIS:	All parties interviewed acknowledged that multiple rooms have operated without appropriate staff to child ratios in place. Child Care Staff Member 1 and Child Care Staff Member 2 reported that the pleasant pheasant room has not maintained appropriate staff to child ratios. Child Care Staff Member 2 reported caring for 9 - 11 children alone for approximately 20 minutes.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.8182	Ratio and group size requirements.
	(3) In each room or well-defined space, the maximum group size and ratio of child care staff members to children, including children related to a staff member or the licensee, must be as shown in Table 4: (d) For preschoolers 4 years of age until school-age, there shall be 1 caregiver for 12 children.
ANALYSIS:	Heather Phelps and Child Care Staff Member 3 acknowledged that the mighty moose room has not maintained compliance with child care staff member to child ratios Child Care Staff Member 3 cared for 20 children alone for ½ of an operational day.
CONCLUSION:	VIOLATION ESTABLISHED

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 was not provided to children. All parties interviewed acknowledged that center has not maintained appropriate staff to child ratios for approximately two weeks. Child Care Staff Members are unable to adequately provide for each child's needs when they are consistently responsible to care for too many children at one time.
CONCLUSION:	VIOLATION ESTABLISHED

