



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 27, 2023

Michelle Duplin
KinderCare Education LLC
40605 Eschenburg Drive
Clinton Township, MI 48038

RE: License #: DC410406334
Investigation #: 2023D0715040
Grand Rapids Beltline KinderCare

Dear Michelle Duplin:

I conducted a special investigation because the child care licensing division received information regarding your facility that related to licensing rules or law. The information was related to the following:

R 400.8125(1) Staff; volunteer; requirements
R 400.8140(1) Discipline.

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

- I interviewed: the program director, child care staff members, and Child A's Mother children.
- I completed on-site inspections on the following dates: 04/10/2023.

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

R 400.8125(1) Staff; volunteer; requirements
R 400.8140(1) Discipline.
R 400.8140(2)(a) Discipline

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 08/17/2023. 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,



Pamela Walker, Licensing Consultant
 Child Care Licensing Bureau
 611 W. Ottawa Street
 P.O. Box 30664
 Lansing, MI 48909
 (616) 250-8864

enclosure

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

THIS REPORT CONTAINS QUOTED PROFANITY

I. IDENTIFYING INFORMATION

License #:	DC410406334
Investigation #:	2023D0715040
Complaint Receipt Date:	04/05/2023
Investigation Initiation Date:	04/10/2023
Report Due Date:	06/04/2023
Licensee Name:	KinderCare Education LLC
Licensee Address:	Ste 200 5005 Meadows Road Lake Oswego, OR 97035
Licensee Telephone #:	(800) 633-1488
Administrator:	Michelle Duplin, Designee
Licensee Designee:	Michelle Duplin, Designee
Name of Facility:	Grand Rapids Beltline KinderCare
Facility Address:	2571 E. Beltline Ave. NE Grand Rapids Twp, MI 49525
Facility Telephone #:	(616) 447-8740
Original Issuance Date:	03/15/2021
License Status:	REGULAR
Effective Date:	09/15/2021
Expiration Date:	09/14/2023
Capacity:	150
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Staff members do not provide appropriate care and supervision to the children.	Yes
Child Care Staff Member 3 (CCSM 3) states that she wishes she could throw the children out of the window when she gets frustrated with the children.	No
On 04/10/2023, an additional complaint was received alleging that Child Care Staff Member 5 (CCSM 5) slapped a child on the hand and threw Child C (18-month-old, male) on a cot out of frustration.	Yes

III. METHODOLOGY

04/05/2023	Special Investigation Intake 2023D0715040
04/05/2023	Contact - telephone call made; interviewed Child A's Mother
04/10/2023	Special Investigation Initiated – On Site from 11:36am until 3:00pm; interviewed program director Kelly Butler, Child Care Staff Member 2 (CCSM 2), Child Care Staff Member 3 (CCSM 3), Child Care Staff Member 4 (CCSM 4), Child Care Staff Member 5 (CCSM 5), Child Care Staff Member 6 (CCSM 6), Child Care Staff Member 7 (CCSM 7), Child Care Staff Member 9 (CCSM 9), Child Care Staff Member 10 (CCSM 10), Child Care Staff Member 12 (CCSM 12), and Child Care Staff Member 14 (CCSM 14).
04/13/2023	Contact - Document received; child information cards and parent handbook from Kelly Butler
07/26/2023	Exit Conference; left a detailed voicemail for licensee designee Michelle Duplin

ALLEGATION: Staff members do not provide appropriate care and supervision to the children.

INVESTIGATION: On 04/05/2023, I interviewed Child A's Mother by telephone. She reported that she witnessed CCSM 1 push Child A (14-month-old, male) down on 04/04/2023 while they waited to go into the gym. CCSM 1 yelled at Child A because he was playing with toys and books stored outside the gym. Child A's Mother told CCSM 1 not to push Child A. CCSM 1 did not respond to her. She and CCSM 1 took the children into the gym. CCSM 1 started throwing toys around the gym in an

aggressive manner. CCSM 14 arrived at the gym at 9:30am. She told CCSM 1 and CCSM 14 that Child A needed a clean diaper and a change of clothes because his diaper leaked, and his clothes were urine soaked. Child A was in the same clothes when she picked him up at 3:30pm. CCSM 1 and CCSM 14 just rolled their eyes at Child A one day when he indicated that he needed a diaper change. Neither one of them changed his diaper. A few months ago, Child A was just learning to eat solid foods when CCSM 14 brought him to her in the Toddler 3 classroom and said, "There is something wrong with this mother fucker. He is not chewing his food. He has been chewing for 20 minutes." She was shocked and did not know what to say. Approximately two weeks ago, Child A was wet and muddy when he was picked up between 4pm and 5pm; his pants and socks were wet, and his shoes were muddy. On 04/04/2023, Child A had dried snot and dried food all over his face when he was picked up at 4pm. On 04/04/2023, Child A was eating food off the floor. CCSM 14 attempted to stop Child A from eating off the floor, but CCSM 1 told CCSM 14 not to bother because she (Child A's Mother) will complain about it regardless. Child Care Staff Member 6 (CCSM 6) told her that CCSM 1 and CCSM 14 slam the children into chairs.

On 04/10/2023, I completed an on-site inspection. I interviewed program director Kelly Butler, Child A's Mother, Child Care Staff Member 2 (CCSM 2), CCSM 3, Child Care Staff Member 4 (CCSM 4), Child Care Staff Member 5 (CCSM 5), CCSM 6, Child Care Staff Member 7 (CCSM 7), Child Care Staff Member 9 (CCSM 9), Child Care Staff Member 10 (CCSM 10), Child Care Staff Member 12 (CCSM 12), and CCSM 14.

Kelly Butler stated that she has conducted "snot checks" to ensure the children's faces are clean. She had no idea that CCSM 1 discouraged CCSM 14 from stopping Child A from eating off the floor. She noted that Child A likes to eat off the floor. She reported that Child A's shoes kept falling off outside one day, so he may have had wet socks. She stated that Child B, Child C, and Child D like to get up and slam themselves back into the chairs. She had no knowledge of any staff member slamming children into chair. She talked to CCSM 1 about allegedly calling Child A a "mother fucker." CCSM 1 denied the allegation. She told CCSM 1 that talking about a child negatively or calling a child a cuss word is unacceptable.

Kelly Butler stated that she has spoken with CCSM 1 and Child A's Mother about the allegation of CCSM 1 pushing Child A outside the gym on 04/04/2023. CCSM 1 told her that she tried to pick Child A up under his arms when the clipboard she had under one of her arms began to slip. She moved Child A out of the way to prevent him from getting hit in the face with the clipboard. She was going to pick him up because she had asked him to sit down, but he did not listen. She placed CCSM 1 on leave until the center completes an internal investigation. She noted that she had to remind CCSM 1 to use an appropriate tone with the children when she first started at the center. She has no other concerns with CCSM 1. Child A's Mother told her that CCSM 1 pushed Child A with two open hands.

CCSM 7 stated that she has no direct knowledge about CCSM 1 pushing Child A down, Child A remaining in a soiled diaper and urine soaked clothes, Child A being left in wet and muddy clothes, Child A having dried snot and food on his face, Child A being allowed to eat off the floor, CCSM 1 and CCSM 14 slamming children into chairs, or CCSM 1 calling Child A a “mother fucker.” She works with CCSM 1 every morning for approximately 45 minutes. She has no concerns with CCSM 1.

CCSM 14 stated that she was not present when CCSM 1 allegedly aggressively threw toys in the gym or allegedly pushed Child A. She has never seen CCSM 1 push any child or aggressively throw anything. She denied knowledge of Child A remaining in a soiled diaper or urine-soaked clothing. She noted that the children’s clothes are typically changed after breakfast. She was not aware that Child A went home in the same clothes he arrived in on 04/04/2023. She acknowledged that a “bunch” of children got wet recently when they went outside. She remembered changing Child A’s clothes on occasion, but she could not recall specific days. She could not recall Child A being picked up with dried snot and food on his face. She rubs water on the children’s face and then wipes it off with their bib after they eat. She routinely wipes snotty noses. She did not remember CCSM 1 discouraging her from stopping Child A from eating off the floor. She noted that she routinely stops children from eating off the floor. Additionally, the floor is typically cleaned up right after meals and snacks. She denied slamming any child into a chair. She has never witnessed CCSM 1 slam a child into a chair. She stated that the children do not typically fight to be seated in a chair. She denied calling Child A a “mother fucker.” She asked Child A’s Mother if Child A could chew, but Child A’s Mother just laughed and never answered her. She was concerned that Child A was going to choke, so she was going to remove the food from his mouth if he could not chew. Child A was new to her classroom, so she did not know if he could chew or not. She denied referring to any child in such a manner.

CCSM 5 stated that she had no knowledge of CCSM 1 pushing Child A. She noted that it does not sound like something CCSM 1 would do. She had no knowledge of Child A sitting in a soiled diaper or urine-soaked clothing, Child A being left in wet and muddy clothes, Child A being allowed to eat off the floor, Child A getting picked up with dried snot and food on his face, or CCSM 1 calling Child A a “mother fucker.” She noted that the children typically remain in their clothes if they are just a little wet after outdoor play. CCSM 1 and CCSM 14 assist the children to sit down in their chairs, but she has never witnessed them slam a child into a chair.

CCSM 3 stated that she had no knowledge of CCSM 1 pushing Child A. She has never seen CCSM 1 be aggressive. She had no knowledge of Child A sitting in a soiled diaper or urine-soaked clothing, Child A being left in wet and muddy clothes, or Child A being allowed to eat off the floor. She has observed most of the children in CCSM 1’s and CCSM 14’s classroom with dried snot and food on their faces, especially Child D. She has never witnessed CCSM 1 or CCSM 14 slam a child into a chair, but she has witnessed them yell at the children. She had no knowledge of CCSM 1 calling Child A a “mother fucker.”

CCSM 6 stated that she heard from other staff members that CCSM 1 pushes children down and aggressively tosses children into a bean bag chair. She also heard that Child A sat in a soiled diaper and urine-soaked clothing and was left in wet and muddy clothes. She had no knowledge of Child A having dried snot and food on his face. She stated that sometimes the younger children will try to eat food from the floor, but they are stopped. She witnessed CCSM 14 slam Child C into a chair. She reported the incident to Kelly Butler. She noted that CCSM 1 is usually present during lunch time, but CCSM 1 was not present when CCSM 14 slammed Child C into a chair. She described the classroom as "more chaotic" when CCSM 1 is not present. She recalled that Child C kept getting up from the table during lunch. She noted that it was typical for Child C to get up from his chair during lunch. CCSM 14 became frustrated with Child C and slammed him back into his chair after redirecting him back to his chair several times. Child C cried after CCSM 14 slammed him into his chair. She sat next to Child C and offered him his food. Child C calmed down and stopped crying. She was in the Toddler 3 classroom during rest time when CCSM 14 called Child A a "mother fucker." She and Child A's Mother were patting children's backs when CCSM 14 swiftly walked into the classroom with Child A in her arms. CCSM 14 stated "this mother fucker" as she approached Child A's Mother. CCSM 14 told Child A's Mother that Child A was not chewing his food. Child A's Mother seemed shocked by CCSM 14's words because she did not say anything to CCSM 14. She has witnessed CCSM 1 and CCSM 14 use cuss words, but usually to each other. She noted that CCSM 14 uses cuss words a lot more than CCSM 1.

CCSM 9 stated that she has no knowledge of CCSM 1 pushing Child A or aggressively throwing toys in the gym. She heard that Child A sat in a soiled diaper and urine-soaked clothing. She has no knowledge of Child A being left to sit in wet and muddy clothes or being allowed to eat from the floor. She has no knowledge of CCSM 1 or CCSM 14 slamming children into chairs. She stated that children having dried snot and food on their faces is an issue in multiple classrooms, including the Toddler 1 and Toddler 2 classrooms. She witnessed CCSM 14 come into her classroom (Toddler 3) and say, "this mother fucker won't swallow his food" to Child A's Mother, while holding Child A. She thinks CCSM 14 was trying to be funny, so everyone laughed it off and CCSM 14 left. She has heard CCSM 14 call the children "little shits" to other staff members.

CCSM 10 stated that she had no knowledge of CCSM 1 pushing Child A, Child A sitting in a soiled diaper and urine-soaked clothing, Child A being allowed to eat off the floor, CCSM 1 and CSSM 14 slamming children into chairs, or CCSM 14 calling Child A a "mother fucker." She stated that she noticed Child A's socks were wet one day when his classroom was on the playground with her classroom. She has observed children with dried snot and food on their faces every time she has gone into CCSM 1's and CCSM 14's classroom.

CCSM 12 stated that she heard that CCSM 1 allegedly pushed Child A and that Child A sat in a soiled diaper and urine-soaked clothing, but she has no concerns with CCSM 1 caring for children. She had no knowledge of Child A being left in wet and muddy clothes, Child A being allowed to eat from the floor, CCSM 1 and CCSM 14 slamming children into chairs, or CCSM 14 calling Child A a “mother fucker.” She noted that she has no concerns with CCSM 14. She has observed children to have dried snot and food on their faces in CCSM 1’s and CCSM 14’s classroom.

CCSM 4 stated that he had no knowledge of CCSM 1 pushing Child A, Child A sitting in a soiled diaper and urine-soaked clothing, being left in wet and muddy clothes, Child A being allowed to eat off the floor, or CCSM 14 calling Child A a “mother fucker.” He has witnessed CCSM 1 and CCSM 14 sit children in chairs in an unkind manner, but he would not define it as a slam. He has heard CCSM 14 speak to the children in a frustrated manner, but he has never heard her use profanity. He has observed the children in CCSM 1’s and CCSM 14’s classroom to have dried snot and food on their faces.

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:	<p>Child A’s Mother, CCSM 3, CCSM 9, CCSM 10, CCSM 4, and CCSM 12 routinely witnessed children in the toddler classrooms with dried snot and food on their faces.</p> <p>Child A’s Mother and CCSM 6 witnessed CCSM 1 and CCSM 14 place children into chairs in an aggressive manner. CCSM 4 witnessed CCSM 1 and CCSM 14 place children into chairs in an unkind manner.</p> <p>Child A’s Mother, CCSM 6, and CCSM 9 witnessed CCSM 14 call Child A a “mother fucker.”</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION: Child Care Staff Member 3 states that she wishes she could throw the children out of the window when she gets frustrated with the children.

INVESTIGATION: On 04/05/2023, Child A’s Mother stated that Child Care Staff Member 3 (CCSM 3) routinely states that she is going to throw the children out the window when she gets upset with a crying infant.

On 04/10/2023, I completed an on-site inspection. I interviewed program director Kelly Butler, Child A's Mother, CCSM 2, CCSM 3, CCSM 4, CCSM 5, CCSM 6, CCSM 7, CCSM 9, CCSM 10, CCSM 12, and CCSM 14.

Kelly Butler stated that she has never heard CCSM 3 state that she wants to throw a child out of the window. She noted that English is not CCSM 3's first language. She stated that CCSM 3 probably makes the statement out of frustration but does not really mean it. Child A's Mother agreed to help CCSM 3 use more appropriate language to express herself.

CCSM 7, CCSM 14, CCSM 5, CCSM 6, CCSM 9, CCSM 4 stated that they have no direct knowledge of CCSM 3 stating she wants to throw the children out the window. CCSM 5 stated that she has offered to give CCSM 3 a break when she becomes frustrated. She described CCSM 3's frustration as her saying, "Grrrr." CCSM 3 did take a break one of the times she offered to relieve her. CCSM 6 stated that CCSM 3 gets stressed out very easily, but she has no concerns with CCSM 3 caring for children. She does not believe that CCSM 3 would harm a child.

CCSM 3 admitted to saying that she wishes she could throw the children out the window. She says it out of frustration when the infants are crying, but she does not mean it. She stated that she would never harm a child.

CCSM 10 stated that she has heard about CCSM 3 stating that she would like to throw the children out the window. She described CCSM 3 as a "great teacher" and excellent with the children. She has no concerns regarding CCSM 3 caring for children.

CCSM 12 stated that she has heard CCSM 3 state that she would like to throw the children out the window, but she has no concerns with CCSM 3 caring for children. CCSM 3 only say it when she's flustered and does not really mean it.

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:	Although CCSM 3 stated out of frustration that she would like to throw the children out of the window, she provided appropriate care and supervision of children at all times.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: On 04/10/2023, an additional complaint was received alleging that Child Care Staff Member 5 slapped a child on the hand and threw Child C on a cot out of frustration.

INVESTIGATION: Child A's Mother stated that she witnessed CCSM 5 throw Child C on a cot. She told CCSM 5 that she needed move away from the child and calm down. CCSM 3 told her that CCSM 5 slapped a child's hand.

CCSM 14 stated that CCSM 5 can get loud sometimes, using a louder tone than she would with children. She described CCSM 5's tone as louder than needed. She has reminded CCSM 5 to use an appropriate tone with the children. She has never witnessed CCSM 5 put a child on a cot inappropriately or slap a child's hand.

CCSM 5 stated that she does not remember slapping a child's hand. She stated that she may have lightly "tapped" a child's hand once or twice. She has been working on using a lower tone with the children and using other words besides "no." She does not remember an incident at rest time that could have been misconstrued as being aggressive. She denied having any issues with Child C at rest time. She sits next to Child C first otherwise he gets up and gets into everything. One time he pulled the radio off the shelf. She has turned the shelf around to prevent him from getting things off it. She does not recall a staff member confronting her about the way she handled Child C or any other child.

CCSM 3 stated that she witnessed CCSM 5 slap a female child's hand around lunch time approximately one month ago. She did not report it to management because most of the time nothing is done. She has not witnessed CCSM 5 aggressive put a child on a cot, but she did witness her move an infant in her classroom in an angry way approximately three weeks ago. She noted that CCSM 5 yells at the children a lot.

CCSM 6 stated that she heard that CCSM 5 slapped a child's hand and was aggressive when laying Child C on his cot. She noted that CCSM 5 can be overbearing with the children. She reported that CCSM 5 yells at the children a lot, which stresses her and the children out. It concerns her that nothing is being done about CCSM 5 yelling at the children.

CCSM 9 stated she had no knowledge of CCSM 5 slapping a child's hand or being aggressive when laying child C on his cot. She noted that CCSM 5 moves the children in a swift, unkind manner that could be misconstrued as aggressive. She stated that CCSM 5 needs to be gentler when she moves or handles the children.

CCSM 10 stated she had no knowledge of CCSM 5 slapping a child's hand or being aggressive when laying Child C on his cot. She has witnessed CCSM 5 "kind of" shove the children back to their cots when they get up during rest time. She described CCSM 5 as a good person who can be "a little over the top."

CCSM 12 stated that she had no knowledge of CCSM 5 slapping a child's hand or being aggressive when laying Child C on his cot. She noted that CCSM 5 may not handle certain situations the best. For example, if a child pushes another child down, CCSM 5 will tap on the child's chest and ask the child if they like being pushed.

CCSM 4 stated that he had no knowledge of CCSM 5 slapping a child's hand or being aggressive when laying Child C on his cot. He has witnessed CCSM 5 push children with her hand to redirect them.

APPLICABLE RULE	
R 400.8140	Discipline.
	(1) Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.
ANALYSIS:	CCSM 5 failed to provide positive methods of discipline that encouraged self-control, self-direction, self-esteem, and cooperation. CCSM 3 witnessed CCSM 5 slap a child's hand for discipline. CCSM 5 admitted to tapping a child's hand for discipline. Child A's Mother witnessed CCSM 5 throw Child C back on his cot. CCSM 10 witnessed CCSM 5 shove children back to their cots. CCSM 12 witnessed CCSM 5 tap children on their chest when disciplining them. CCSM 3 witnessed CCSM 5 move an infant in an angry manner. CCSM 4 witnessed CCSM 5 push children with her hand to redirect them. CCSM 3 and CCSM 5 witnessed CCSM 5 yell at children.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.8140	Discipline.
	(2) All of the following means of punishment are prohibited: (a) Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.

ANALYSIS:	CCSM 5 used corporal punishment to discipline the children. CCSM 3 witnessed CCSM 5 slap a child's hand for discipline. CCSM 5 admitted to tapping a child's hand for discipline. Child A's Mother witnessed CCSM 5 throw Child C back on his cot. CCSM 10 witnessed CCSM 5 shove children back to their cots. CCSM 12 witnessed CCSM 5 tap children on their chest when disciplining them. CCSM 4 witnessed CCSM 5 push children with her hand to redirect them.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change to the status of the license.

Pamela Walker

07/27/2023

Pamela Walker
Licensing Consultant

Date

Approved By:

Katrice Sweet

07/27/2023

Katrice Sweet
Area Manager

Date