



GRETCHEN WHITMER  
GOVERNOR

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

MICHELLE RICHARDS  
ACTING DIRECTOR

02/06/2024

KinderCare Education LLC  
5005 Meadows Road,  
Lake Oswego, OR, 97035

License Number: DC410406334  
Special Investigation Number: SI-00080500

Dear Michelle Duplin,

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 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.

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

- I interviewed: Program Director, CCSM 1, CCSM 2, CCSM 3, CCSM 4, Child A' Mother, Child B's Mother, Child C's Mother.
- I completed on-site inspections on the following dates: 1/14/2024

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, Laura Pastotnik, at (616) 373-0198 or [pastotnikl@michigan.gov](mailto:pastotnikl@michigan.gov). In the event that Laura Pastotnik 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 black ink that reads "Laura Pastotnik". The signature is written in a cursive, flowing style.

Laura Pastotnik, Licensing Consultant  
(616) 373-0198

Enclosure

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

**Report Type:** Special Investigation Report

**Date of Report:** 02/06/2024

<b>Special Investigation Number</b>	<b>Complaint/Incident Receipt Date</b>
SI-00080500	12/2/2023
<b>Investigation Initiation Date</b>	<b>Report Due Date</b>
12/11/2023	2/9/2024
<b>License Number</b>	<b>Licensee Name(s)</b>
DC410406334	KinderCare Education LLC
<b>Facility Name</b>	<b>Licensee Designee(s)</b>
Grand Rapids Beltline KinderCare	Michelle Renee Duplin
<b>Program Type</b>	<b>Central Administrator(s)</b>
Center	
<b>Capacity</b>	<b>Program Director(s) Name</b>
150	Kelly Ann Butler <b>Qualifications:</b> R 400.8113(7)(d) (9). <b>Date PD Approved:</b> 2021-03-05
<b>Facility Address</b>	<b>Mailing Address</b>
2571 E. Beltline Ave. NE, Grand Rapids Twp, MI, 49525	5005 Meadows Road, Lake Oswego, OR, 97035
<b>Facility Phone Number</b>	<b>Facility Email Address</b>
6164478740	grandrapids2@kindercare.com
<b>Original License Issuance Date</b>	<b>License Status:</b>
3/15/2021	Regular
<b>License Effective Date:</b>	<b>License Expiration Date:</b>
9/15/2021	9/14/2023

**ALLEGATION(S)**

	<b>Violation Established?</b>
For the last seven months, Child A has had unexplained bruises when he has come home from KinderCare.	No

**METHODOLOGY**

<b>Date</b>	<b>Activity</b>
12/11/2023	Special Investigation Case Created SI-00080500
12/11/2023	Special Investigation Initiated via Phone Call Contact made with Michigan Department of Health and Human Services (MDHHS) worker, Kristal McNally
12/13/2023	Inspection Completed On-Site Contact - Inspection Completed On-Site Interviewed program director, Kelly Gunderman-Lake, Child

	Care Staff Member 1 (CCSM 1), Child Care Staff Member 2 (CCSM 2), and Child Care Staff Member 3 (CCSM 3)
12/15/2023	Contact – Email Received Contact - Email Received Email received from MDHHS worker, Kristal McNally.
12/19/2023	Contact – Document Received Contact - Document Received Copies of incident reports received
1/4/2024	Contact – Phone Call Made Contact - Telephone call made Spoke to Child Care Staff Member 4 (CCSM 4) by phone with MDHHS worker, Kristal McNally
1/4/2024	Contact – Phone Call Received Contact - Telephone call made Spoke with MDHHS worker, Kristal McNally.
1/5/2024	Contact – Phone Call Made Contact - Phone call Made Spoke to Child A's Mother with MDHHS worker, Kristal McNally
1/5/2024	Contact – Phone Call Made Contact - Telephone call made Spoke to Child C's Mother by phone with MDHHS worker, Kristal McNally
1/5/2024	Contact – Phone Call Received Contact - Phone Call Received A case conference with MDHHS worker, Kristal McNally, occurred
1/5/2024	Contact – Phone Call Made Contact - Telephone call made Spoke to Child B's Mother by phone with MDHHS worker, Kristal McNally

**ALLEGATION: For the last seven months, Child A has had unexplained bruises when he has come home from KinderCare.**

**INVESTIGATION:**

On 12/11/2023, I spoke with Michigan Department of Health and Human Services (MDHHS) worker, Kristal McNally. It was reported that Child A's well-being was verified by MDHHS staff at her father's home on 12/9/2023. Child A was observed with a small red mark on his right eyebrow and a large scrape on his lower back. Child A's Father reported that the scrape on Child A's back was from about a week ago when Child A's Mother was holding him and walking then he fell. Child A has had unexplained injuries on him almost every time he is dropped off to his house which Child A's Mother says are from child care. As of this week, Child A began attending a new child care.

On 12/14/2023, Kristal McNally and I completed an unannounced onsite inspection at Grand Rapids Beltline KinderCare. We spoke to program director, Kelly Gunderman-Lake, and she reported that Child A had challenging behaviors at the center. He would throw chairs, hit and bite other children, and hit staff members. Staff began using an ABC chart to document Child A's behaviors as he was hurting others on a daily basis. Child A's Mother decided to find alternate care when he received his second strike, and his last day at the center was 11/17/2023. Child A would occasionally get injured at the center due to another child biting him, fighting with peers (hitting), or falling outside. These types of incidents were always documented and reported to Child A's Mother. There were occasions when he would arrive to the center with bruises from home which Child A's Mother reported to be from his father's house.

On 12/14/2023, Kristal McNally and I spoke to Child Care Staff Member 1 (CCSM 1). CCSM 1 stated Child A had "mixed emotions" every day at the center. When asked to do things, Child A would tell her "no" and spit in her face. His behavior became so challenging that CCSM 1 considered quitting her job. She recalled him getting injuries due to being bit or scratched by other children, but these incidents were always documented and reported to Child A's Mother. Bruises have occasionally been observed on Child A when he has come to daycare. His mother always pointed them out and reported the injuries occurred at his dad's house. When frustrated with Child A's behavior, CCSM 1 reported staff might speak to him in a stern voice, but she has never been concerned by any staff member's actions towards him. The children are always supervised closely, and staff intervene and separate children when fighting.

On 12/14/2023, Kristal McNally and I spoke to Child Care Staff Member 2 (CCSM 2). CCSM 2 stated that Child A would often bite other children at the center. Child A's move up to the discovery preschool room seemed to be a struggle for him as he would often get angry and throw things. Nap times were challenging because Child A would have tantrums. He once threw his head back during a tantrum and hit a staff member in the face with the back of his head. Child A would occasionally get hurt in care due to another child retaliating for something Child A did to them. This was usually scratches or bite marks. Child A was also hurt once from running and falling into something. CCSM 2 could not recall a time that Child A had an unexplained mark or injury. When frustrated with Child A's behavior, staff will usually vent to one another away from children. Staff managed Child A's behavior through redirection. CCSM 2 has never been concerned by the way staff members have handled Child A's behavior.

On 12/14/2023, Kristal McNally and I spoke to Child Care Staff Member 3 (CCSM 3). CCSM 3 stated that Child A bit and punched other children often. There was one occasion in which Child A grabbed another child by the hair and began punching him repeatedly. Child A has also crawled underneath a large sensory table and flipped it. CCSM 3 stated that Child A may have gotten hurt in care from being scratched or bit by other children, but she could not recall specific incidents. These types of incidents would be documented and reported to Child A's Mother. CCSM 3 has never observed Child A with unexplained marks or injuries. She stated that staff would respond to Child A's behaviors by removing him from the situation, sitting and talking with him, and giving

him sensory toys. She has never been concerned with how staff have handled incidents.

On 12/15/2023, I received an email from Kristal McNally stating that she spoke to Child A's Mother, but she was resistant to speaking about the investigation. She asked not to be contacted again until after Christmas. Child A's Mother stated that Child A's Father purposefully took Child A to the doctor so there would be an investigation. She stated Child A's Father could not know about anything happening at KinderCare because he is so "uninvolved." A plan was made for Kristal McNally to call again after Christmas to schedule a home visit with her and Child A.

On 12/19/2023, Kristal McNally and I received copies of all incident reports involving Child A from 1/2023 to 11/2023. There were a total of 88 incident reports. Of those reports, 38 involved Child A getting hurt. Each report involved another child hitting, scratching, or biting Child A or Child A falling. The remaining incident reports related to Child A's behavior towards others.

On 1/4/2024, I spoke to Kristal McNally by phone. She saw Child A at his new child care and attempted a forensic interview, but he did not have the communication skills to be interviewed.

On 1/4/2024, Kristal McNally and I spoke to Child Care Staff Member 4 (CCSM 4) by phone. It was reported that Child A behavior's was an "up and down spiral." He would get angry and hit other children and staff. When he behaved this way, staff would try to redirect him. It seemed to help when Child A was given space to play with toys by himself, but, when other children approached him, he began having poor behavior again. CCSM 4 could not recall any instances when Child A was hurt at the facility. She explained that he may have had some bumps or bruises from normal play but could not recall specific incidents. There were never concerns with how staff would handle Child A's behavior and never instances in which staff took their frustrations out on him.

On 1/5/2024, Kristal McNally and I spoke to Child B's Mother by phone. Child B's Mother reported no concerns with the care staff has provided her child. The only issue has been related to the rate of staff turnover. Child B has been enrolled at the facility since infancy. There have been some incidents involving Child B getting hurt, but staff always notifies Child B's Mother and completes an incident report requiring her signature. Child B has never come home with unexplained marks/injuries.

On 1/5/2024, Kristal McNally and I spoke to Child C's Mother. She reported her child has been enrolled in care for over two years. The only concern she has had has been related to staffing issues and rooms having to close on short notice. There have been times when Child C has been injured in care, but staff provided incident reports. There have not been concerns with the care staff have provided.

On 1/5/2024, Kristal McNally and I spoke to Child A's Mother. She reported Child A was enrolled in care since infancy. She removed him from care due to increasingly difficult

behavioral issues and anticipation that he would be kicked out. Child A would have aggressive outbursts involving him hitting staff members and children and throwing tables. There were no concerns with how staff handled Child A's behavioral issues. There were never times that he came home from care with unexplained marks or injuries. It was reported that there were many incident reports due to Child A's behavior and him being "clutzy" and "wild." Child A's Mother also stated she would always notify staff if she noticed a mark on him after returning from his father's house.

On 1/5/2024, Kristal McNally and I completed phone conference to discuss the results of her investigation. The Maltreatment in Care investigation is closed.

**RULE/STATUTORY VIOLATIONS:**

APPLICABLE RULES	
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	KinderCare staff provided appropriate care and supervision.
CONCLUSION:	<b>Violation Not Established</b>

**BUREAU RECOMMENDATION**

Bureau Recommendation
I recommend the no change in the status of the license.

Approved By:			
			
Laura Pastotnik Consultant	1/11/2024 Date	Katrice Sweet Area Manager	01/23/2024 Date