



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

Marlon I. Brown, DPA  
ACTING DIRECTOR

12/06/2023

YMCA of Greater Grand Rapids  
475 Lake Michigan Dr.,  
Grand Rapids, MI, 49503

License Number: DC410411117  
Special Investigation Number: SI-00078092

Dear Heather Walczewski,

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: the program director, child care staff members, and parents.
- I completed on-site inspections on the following dates: 10/12/2023

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

Rule/Law Number	Rule Description
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 12/24/2023. 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.

<b>During this special investigation:</b>	<b>Yes</b>	<b>No</b>
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, Jessica Miranda-Bevier at (616) 498-5459 or [mirandabevierj@michigan.gov](mailto:mirandabevierj@michigan.gov). In the event that Jessica Miranda-Bevier is not available, and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Jessica Miranda-Bevier, Licensing Consultant

Enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
CHILD CARE LICENSING BUREAU**

**Report Type:** Special Investigation Report

**Date of Report:** 12/06/2023

<b>Special Investigation Number</b>	<b>Complaint/Incident Receipt Date</b>
SI-00078092	10/5/2023
<b>Investigation Initiation Date</b>	<b>Report Due Date</b>
10/10/2023	12/9/2023
<b>License Number</b>	<b>Licensee Name(s)</b>
DC410411117	YMCA of Greater Grand Rapids
<b>Facility Name</b>	<b>Licensee Designee(s)</b>
YMCA at Monroe Community Church	Heather Walczewski
<b>Program Type</b>	<b>Central Administrator(s)</b>
Center	
<b>Capacity</b>	<b>Program Director(s) Name</b>
36	Sarah Knight <b>Qualifications:</b> R 400.8113(7)(a) (9). <b>Date PD Approved:</b> 04/13/2022
<b>Facility Address</b>	<b>Mailing Address</b>
1020 Monroe, Grand Rapids, MI, 49503	475 Lake Michigan Dr., Grand Rapids, MI, 49503
<b>Facility Phone Number</b>	<b>Facility Email Address</b>
6168559622	hwalczewski@grymca.org
<b>Original License Issuance Date</b>	<b>License Status:</b>
4/26/2022	Regular
<b>License Effective Date:</b>	<b>License Expiration Date:</b>
10/26/2022	10/25/2024

**ALLEGATION(S)**

	<b>Violation Established?</b>	
On 10/05/2023 child care staff member (CCSM 1) lost Child A (male, age 2) for over 10 minutes.	Yes	

**METHODOLOGY**

<b>Date</b>	<b>Activity</b>
10/10/2023	Special Investigation Case Created SI-00078092
10/12/2023	Special Investigation Initiated via On-site from 10:24am to 11:30am. I spoke with the program director, Sarah Knight, Child Care Staff Member 1 (CCSM 1), Child Care Staff Member 2 (CCSM 2), Child Care Staff Member 3 (CCSM 3), and Child Care Staff Member 4 (CCSM 4)
10/18/2023	Contact – Phone Calls Made; I spoke with Child A's Mother, Child B's Mother, Child D's Mother, and

	Child E's Father on the telephone. I left a voicemail for Child C's Mother
11/01/2023	Exit Conference; via TEAMs call with Sarah. Knight
11/01/2023	Contact – Phone Calls Made; spoke with CCSM 1, CCSM 2, CCSM 3, and CCSM 4 on the telephone.

**ALLEGATION: On 10/05/2023 Child Care Staff Member 1 (CCSM 1) lost Child A (male, age 2) for over 10 minutes.**

**INVESTIGATION:** On 10/12/2023 I made an unannounced on-site inspection at the child care center. I spoke with program director Sarah Knight, Child Care Staff Member 1 (CCSM 1), Child Care Staff Member 2 (CCSM 2), Child Care Staff Member 3 (CCSM 3), child care staff member Child Care Staff Member 4 (CCSM 4).

Sarah Knight stated that on 10/05/2023 the Early Preschool Room was transitioning out of the play area located in the church foyer and the Toddler Room was transitioning into the play area. CCSM 3 and CCSM 4 (staff from Toddler Room) let her know that Child A had been left behind in the play area and they were supervising him. CCSM 2 arrived a few moments later to retrieve Child A. Sarah Knight stated Child A was never left unsupervised at any time. She said she spoke with staff in the Early Preschool Room right after the incident, about making sure to complete the require face to name checks and count children. Sarah Knight had documented the incident and statements from staff in an email that she sent to her supervisor. She provided me with a copy of the email, it is on file with this report. I provided consultation concerning documenting the conversation with CCSM 1 and CCSM 2.

CCSM 1 stated that on 10/05/2023 she and CCSM 2 were transitioning the children out of the play area back to their room. She said they had eight children in their group that day. When they arrived at their room, they completed the face to name check and were having children put on their shoes. CCSM 1 said CCSM 2 noticed Child A's shoes and then noticed Child A was not in the room with them. CCSM 2 walked back to the play area and Child A was being supervised by CCSM 3 and CCSM 4. CCSM 1 stated that it may have been five minutes from the time they left the play area to realizing Child A was not with their group. CCSM 1 stated that staff are required to complete the face to name checks when they leave an area and then arrive at their destination. CCSM 1 stated she completed a face to name check prior to leaving the play area but the Toddler Room children were entering as they were trying to exit, and Child A most likely followed another child back into the room as they were leaving. She was leading the group to the room and CCSM 2 was at the end. CCSM 1 confirmed that Sarah Knight spoke to her about ensuring face to name checks are completed regularly and correctly.

I asked CCSM 1 to show me the play area and their room and walk me through what happened. The play area is an area in the corner of the church foyer enclosed by half walls and a half door. While she was showing me the space two groups were transitioning in and out of the room. I observed that one group entered the space while

the other group was still in the space, causing the two groups to mingle during the transition. I provided consultation to both Sarah Knight and CCSM 1 about having one group leave the area before the other group enters or staggering times so that the groups don't meet during the transitions. This would ensure groups are not mingling and causing children to follow other children in and out of the space.

CCSM 2 stated that on 10/05/2023 the Early Preschool Room was leaving the play area, a child threw a ball into the church foyer. She went after the ball. She thought they had all the children because they had completed the face to name check prior to leaving the area. CCSM 1 was at the front of the line walking towards their room. CCSM 2 said she caught up with the line after retrieving the ball. When they arrived at the room, they noticed that Child A was not with them. She went back to the play area and Child A was being supervised by CCSM 3 and CCSM 4. She said she asked CCSM 3 why they had not told her Child A was still in the play area after she had returned the ball to the play area. CCSM 2 confirmed that Sarah Knight spoke to her about ensuring face to name checks are completed regularly and correctly. I asked CCSM 2 if she had alerted CCSM 1 that she had to run after a ball, she said that she thought CCSM 1 saw her. I provided technical assistance and consultation concerning communicating with each other throughout the day to ensure appropriate care and supervision.

CCSM 3 stated that on 10/05/2023 at approximately 4:15pm she led the Toddler Room to the play area and realized that the Early Preschool Room was there. They entered the space and the Early Preschool Room exited. CCSM 3 said she noticed CCSM 2 go after a ball as the last few children from the Early Preschool room left. After returning the ball CCSM 2 walked back to her group. CCSM 3 said that she realized Child A was in the play area. She went to the office to inform Sarah Knight that Child A had been left in the play area and was being supervised by herself and CCSM 4. CCSM 3 stated that she and Sarah Knight, "both agreed to see if CCSM 1 would complete the face to name check" and realize that Child A was missing. CCSM 3 stated 12 minutes passed before CCSM 2 returned to the play area to get Child A. She said she knows this because she "clocked it." She mentioned that there have been incidents like this in the past. On either 10/03/2023 or 10/04/2023 she observed Child A and Child B (female, age 3) in the hallway. She said that none of the staff in the Early Preschool Room were aware they were in the hallway unsupervised. CCSM 3 said that Sarah Knight was in the bathroom in the hallway helping children in the bathroom and was not aware Child A and Child B were there. CCSM 3 said she saw the children from her room door and that she went into the hallway and took Child A and Child B to Sarah Knight in the bathroom. She said that CCSM 1 and CCSM 2 were in the room and she does not know if they were aware the children were in the hallway. CCSM 3 stated that staff are required to complete face to name checks when they arrive at their destination. She also counts children as they leave an area to ensure she has everyone.

CCSM 4 stated that on 10/05/2023 at approximately 3:30 or 4:15pm she and the Toddler group were entering the play area and the Early Preschool Room was leaving. She noticed CCSM 2 running into the church foyer and then came back to the play area. CCSM 1 walked with the Early Preschool Room group towards their room. Child A

was left in the play area with their group. She said that CCSM 3 went to the office to inform Sarah Knight that Child A had been left in the play area. CCSM 4 said that 10-12 minutes later CCSM 2 arrived and retrieved Child A. CCSM 4 stated that CCSM 2 said "thank you." CCSM 4 stated staff are required to complete face to name check when they arrive at their destination. They will also count children as they are leaving an area, as well as complete a visual scan of the room.

I spoke with Sarah Knight a second time. She said that CCSM 3 said she "wanted to see how long it takes" not that they both agreed to test CCSM 1. Concerning the incident with Child A and Child B in the hallway; Sarah Knight stated she was helping the in the Early Preschool Room that day. She was helping children use the bathroom, which is down the hall from the Early Preschool Room. Staff had communicated to her and sent Child A and Child B to her in the bathroom. Sarah Knight said she saw Child B walk around the corner past the bathroom and was going after her when CCSM 3 got to her first. Sarah Knight stated Child B was not unsupervised as she was aware of where she was and coming after her. I also asked Sarah Knight concerning camaras mounted in the hallways I observed while inspecting the play area and room. She informed me the camaras record but only retain the footage for 48 hours.

On 10/18/2023 I spoke with Child A's Mother, Child B's Mother, Child D's Mother, and Child E's Father on the telephone. They all stated they had no concerns with supervision and that they see staff actively supervising children during activities and transitions. Child A's Mother stated that Sarah Knight spoke with her concerning the incident and she feels that Child A is safe while in care.

On 11/01/2023 I spoke with Sarah Knight; we discussed a previous incident that happened on 10/06/2023 where Child F was separated from the Toddler group. She became aware of this incident from CCSM 1, CCSM 2, CCSM 3, and CCSM 4 when she spoke to them concerning an issue with the play area on this same date.

On 11/01/2023 I spoke with CCSM 1 on the telephone. CSSM 1 stated that on 10/06/2023 she and CCSM 2 were leaving the play area and walking to their room. The Toddler group was in the play area. She and her group had walked through the doors and into the hallway from the foyer area where the play area is located. As they were walking, she noticed that Child F was following her group. CCSM 1 said that CCSM 2 took Child F back to the play area to join the group.

On 11/01/2023 I spoke with CCSM 2 on the telephone. CCSM 2 stated that on 10/06/2023 she and CCSM 1 were leaving the play area and walking to their room. When she walked into the Early Preschool room, she noticed that Child F had followed them. CCSM 2 said she took Child F back to the play area and let CCSM 4 know. CCSM 2 said that CCSM 4 said, "how did she get out."

On 11/01/2023 I spoke with CCSM 3 on the telephone. CCSM 3 said on 10/06/2023 she and the Toddler group were entering the play area. The Early Preschool group was in the area, and she asked CCSM 1 if they would leave since it was the Toddler groups

time to use the play area. CCSM 3 left the play area to call Sarah Knight. When she returned to the play area, she said that CCSM 4 was in a panic and saying, "they took Child F." At the same time CCSM 2 was walking back to the play area with Child F.



On 11/01/2023 I spoke with CCSM 4 on the telephone. CCSM 4 said that on 10/06/2023 she and the Toddler group entered the play area. The Early Preschool group was leaving the play area. She stated that one of the Early Preschool staff was talking to Child F prior to leaving. Child F will follow anyone that talks or play with her. After the group left, she began to complete the face to name check. She noticed that Child F was not with their group. At that moment, CCSM 2 walked into the play area with Child F and said, "I have her, she followed us to the class." CCSM 4 denies stating, "they took Child F."

**RULE/STATUTORY VIOLATIONS:**

<b>APPLICABLE RULES</b>	
<b>R 400.8125(1)</b>	All staff and volunteers shall provide appropriate care and supervision of children at all times.
<b>ANALYSIS:</b>	<ul style="list-style-type: none"> <li>On 10/05/2023 appropriate care and supervision was not provided to Child A because CCSM 1 and CCSM 2 did not notice he was not with their group when they transitioned back to their room.</li> <li>On 10/06/2023 appropriate care and supervision was not provided to Child F when CCSM 4 did not realize Child F had walked out with the group leaving the play area.</li> </ul>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**BUREAU RECOMMENDATION**

<b>Bureau Recommendation</b>
Upon receipt of an acceptable corrective action plan, I recommend no change in the license status.

<b>Approved By:</b>	
 11/28/2023	 12/06/2023
Jessica Miranda-Bevier <b>Consultant</b> <b>Date</b>	Katrice Sweet <b>Area Manager</b> <b>Date</b>