



GRETCHEN WHITMER  
GOVERNOR

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

Michelle Richard  
ACTING DIRECTOR

4/23/2024

Childtime Childcare, Inc.  
21333 Haggerty Road,  
Novi, MI, 48375

License Number: DC410412773  
Special Investigation Number: SI-00031301

Dear Childtime Childcare, Inc.,

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, staff, parent.
- I completed on-site inspections on the following dates: 8/7/2023.

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.
R 400.8113(3)(b)	Program Director Responsibilities: Administering day-to-day operations, including being available to address parent, child, and staff issues.
R 400.8179(2)(c)	Programming: Emotional development.

Upon receipt of an acceptable corrective action plan, I recommend the issuance of a 1st provisional license. If you accept the provisional license, you must sign and return the enclosed waiver form. If you do not accept the provisional license, you must notify this office in writing and an administrative hearing will be scheduled. Even if you don't accept the provisional license, you must still send us an acceptable corrective action plan.

Due to the violations, you must send us a [corrective action plan](#) by 5/14/2024. You can use our corrective action plan form or create your own. Even if you don't accept the provisional license, you must still send us an acceptable corrective action plan.

If you need help writing the corrective action plan, please contact licensing consultant Dawnita Diaz at (616) 402-9376 or [diazd@michigan.gov](mailto:diazd@michigan.gov). 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, Dawnita Diaz at (616) 402-9376 or [diazd@michigan.gov](mailto:diazd@michigan.gov). In the event that Dawnita Diaz is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Dawnita Diaz, Licensing Consultant  
Enclosure

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

**Report Type:** Special Investigation Report

**Date of Report:** 4/23/2024

<b>Special Investigation Number</b>	<b>Complaint/Incident Receipt Date</b>
SI-00031301	7/28/2023
<b>Investigation Initiation Date</b>	<b>Report Due Date</b>
9/22/2023	2/9/2024
<b>License Number</b>	<b>Licensee Name(s)</b>
DC410412773	Childtime Childcare, Inc.
<b>Facility Name</b>	<b>Licensee Designee(s)</b>
CT DBA AppleTree Walker West	Elise K Bos April D Cole
<b>Program Type</b>	<b>Central Administrator(s)</b>
Center	
<b>Capacity</b>	<b>Program Director(s) Name</b>
162	<b>Qualifications:</b> R 400.8113(7)(a) (12). <b>Date PD Approved:</b> 2020-02-07
<b>Facility Address</b>	<b>Mailing Address</b>
2142 3 Mile Road NW, Walker, MI, 49544	21333 Haggerty Road, Novi, MI, 48375
<b>Facility Phone Number</b>	<b>Facility Email Address</b>
6167354600	0673@learningcaregroup.com
<b>Original License Issuance Date</b>	<b>License Status:</b>
7/22/2022	Regular
<b>License Effective Date:</b>	<b>License Expiration Date:</b>
1/22/2023	1/21/2025

**ALLEGATION(S)**

	<b>Violation Established?</b>	
On 7/26/2023 Child A put his hands around Child B's neck and squeezed it.	Yes	
Additional Finding:	Yes	

**METHODOLOGY**

<b>Date</b>	<b>Activity</b>
9/22/2023	Special Investigation Case Created SI-00031301
7/28/2023	Contact – Email Sent Elise Bos, designee requested video of incident

8/7/2023	Special Investigation Initiated via On-site 10:52am-1:00pm Met with Emily Vander Galien district manager and Program Director (PD), view video and interviewed staff
8/11/2023	Contact – Phone Call Made Spoke with Child A's Mother re: incident
9/7/2023	Contact – Phone Call Made Spoke with CCSM
9/7/2023	Exit Conference left message for Elise Bos- designee, re: findings and recommendation of provisional license

**ALLEGATION:** On 7/26/2023 Child A put his hands around Child B's neck and squeezed it.

**INVESTIGATION:**

On 07/28/2023 I sent an email to Elise Bos, designee, requesting the video footage of the alleged incident where Child A, male age 3, put his hands around Child B's, female age 3, neck. I received a response from Emily Vander Galie, district manager. She informed me that Elise. Bos was out of town and scheduled to meet with me to view the requested video footage.

On 08/07/2023 I conducted an on-site inspection to the licensed facility. I met face to face with Emily Vander Galien and Program Director (PD) regarding the reported allegations. PD stated that Child A has been enrolled for approximately a month and a half, during this time there have been behavioral issues with him. He has a speech delay and he hugs his friends and is "physically more forceful." PD states he met with Child A's Mother about a behavioral plan. He said Child A, "has a lot of incidents with Child B." On 07/26/2023 Child A had "hugged and shaken" Child B, the second incident was he put her against the wall and his hands were at her neck. He said the response from the center was to send Child A home. PD stated since this incident Child B was "moved down" to the younger classroom to separate her from Child A. He said staff have been using cards to prompt Child A to increase his communication. There was no other interventions, services, or oversight PD provided to Child A or staff following this incident. I received the incident reports with Child A. He was enrolled on 06/26/2023 and since that time he has six documented incidents, three of which were with Child B. The incident reports documented he has pushed her, hit her and grabbed her neck.

I watched the video of the incident on 07/26/2023 and it shows Child A hitting another child in the face and pulling their hair with no response from staff as their back was turned. It then shows Child A walk over to Child B and pushes her against the wall and put his hands on her shoulder area, he does this twice to Child A. A staff member witnesses the second action and intervenes. PD said in response to this incident he met with the classroom staff to increase communication with Child A as a response to his behaviors. There was no written plan or training done by PD. He stated he was working

with Child A's Mother to see if Child A would qualify for alternative services. I discussed with PD and Emily VanderGalien the concern of the lack of support for staff and ongoing shadowing or coaching with routine, responses, and strategies in responding to the needs in this classroom. They acknowledged the difficulties this class has had with the behaviors and challenges of staffing to address these issues.

I then interviewed CCSM2 outside the presence of others. She said she is the lead caregiver in the classroom. She said she was not present in the classroom when the reported incident took place. She was aware of the difficulties with Child A's behaviors. The week before this incident Child A had done the same thing to Child B. She spoke with Child B's Mother about it as she was concerned that Child B feared Child A and struggling at drop off times. She did not have any specific training or tools she was using to respond to Child A's behaviors. She said there is not staffing to provide a 1:1 for Child A, and often if there is extra staff they are sent home as the center does not support having a 3rd person in the classroom.

I then interviewed CCSM 3 outside the presence of others. She was aware of the alleged incident with Child A and said she had her back to it when it began. When she turned around, she saw Child A with Child B and he had pushed her against the wall with his hands on her neck. She said, "he uses his hands to communicate." She said she has been employed at the center for 3 months and this was her first job in child care. She felt it was "so draining" as Child A's behaviors were difficult and she was not comfortable or confident in how to respond to them. She described feeling "overwhelmed" with the behaviors in the classroom.

On 08/11/2023 I spoke with Child B's Mother by telephone. She said that Child A has been "fixated" on Child B as he would push, hit, and grab her as documented in the incident reports. She felt the center staff knew about the concerns with his behavior and have been slow to respond. She said Child B was moved down to a younger classroom as the response to this incident. She felt this was damaging to Child B developmentally. She said it has been upsetting to have Child B "cry and scream" at drop off as this is out of character for her.

On 09/07/2023 I made a telephone call to the child care center. I spoke with CCSM4 and she said PD was out of the office for the week. She informed me that Child B was no longer in attendance at the center, his last day of attendance was 08/21/2023.

**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:	Appropriate care and supervision was not provided to Child A or Child B while in care at the child care facility by the program director and staff, due to lack of consistent intervention for

	behaviors and support for staff to implement proper strategies to respond to Child A's behaviors
CONCLUSION:	<b>Repeat Violation Established</b> <b>Reference: 7/27/2023 :Violation Established</b>

**ADDITIONAL FINDING:**

**INVESTIGATION:**

On 08/07/2023 I spoke with PD and Emily Vander Galien, district manager, about the reported concerns. PD was aware of Child A's behaviors in addition to the documented incident reports. There was no structured plan developed for staff to respond to the behaviors, no shadowing, training, coaching, changing of the class room arrangement, increased staffing, or consistent plan in place directed to address the ongoing issues in the classroom.

**RULE/STATUTORY VIOLATIONS:**

APPLICABLE RULES	
R 400.8113(3)(b)	All program directors are responsible for the general management of the center, including the following minimum responsibilities: (c) Administering day-to-day operations, including being available to address parent, child, and staff issues.
ANALYSIS:	PD did not provide consistent response, support, and training to staff in implementing a proper response to Child A's behaviors. The routine, room arrangement, shadowing, staffing, and other strategies were not provided to reduce behavioral issues in the classroom.
CONCLUSION:	<b>Violation Established</b>

**ADDITIONAL FINDING:**

**INVESTIGATION:**

The investigation of these reported allegations showed that the response from PD to Child A's behaviors was to move Child B to a younger classroom. Child B's Mother felt this was an improper response to the concerns. Child B was with younger children, regressed in her potty training, and struggled at drop off times which was not normal for her. This move did not provide for Child B's emotional needs and overall care, reflecting more of a punishment than an appropriate response to documented concerns in her assigned classroom.

