



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 6, 2023

Kimberly Schauer
Donna Marie's Incorporated
51503 VanDyke Avenue
Shelby Twp., MI 48316

RE: License #: DC500273524
Investigation #: 2023D0023005
Shelby University - A Childcare Community

Dear Ms. Schauer:

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. |
|----------------------|--|

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

- I interviewed: program director, licensee designee, child care staff members, parents.
- I completed on-site inspections on the following dates: 11/04/2022 & 11/09/2022.

As a result of this investigation, I recommend no change to the current license status. I did not find any violations. The special investigation report is attached.

I recommend no change to the current license status.

| 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,

A handwritten signature in black ink, appearing to read 'Linda Pavlovski', written in a cursive style.

Linda Pavlovski, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
PO Box 30664
Lansing, MI 48909-8164
(586) 243-9496

enclosure

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

I. IDENTIFYING INFORMATION

| | |
|---------------------------------------|---|
| License #: | DC500273524 |
| Investigation #: | 2023D0023005 |
| Complaint Receipt Date: | 10/25/2022 |
| Investigation Initiation Date: | 10/26/2022 |
| Report Due Date: | 12/24/2022 |
| Licensee Name: | Donna Marie's Incorporated |
| Licensee Address: | 51503 VanDyke Avenue Shelby Twp., MI 48316 |
| Licensee Telephone #: | (586) 323-9500 |
| Administrator: | Kimberly Schauer |
| Licensee Designee: | Kimberly Schauer |
| Name of Facility: | Shelby University - A Childcare Community |
| Facility Address: | 51503 VanDyke Avenue Shelby Twp., MI 48316 |
| Facility Telephone #: | (586) 323-9500 |
| Original Issuance Date: | 06/29/2005 |
| License Status: | REGULAR |
| Effective Date: | 02/17/2021 |
| Expiration Date: | 02/16/2023 |
| Capacity: | 163 |
| Program Type: | CHILD CARE CENTER |

II. ALLEGATION(S)

| | Violation Established? |
|--|-----------------------------------|
| Shelby University did not provide appropriate care to Child A (10-month-old, female). On 10/21/2022, Child A had eaten only one bottle the entire nine hours she was in care. | No |
| On 10/21/2022, Shelby University did not notify the parents timely of Child A's health change. Upon pick up at the end of the day Child A was in distress with a high fever and shallow breathing. | No |

III. METHODOLOGY

| | |
|------------|---|
| 10/25/2022 | Special Investigation Intake 2023D0023005 |
| 10/26/2022 | Special Investigation Initiated - Telephone Interviewed Child A's Mother. |
| 11/04/2022 | Inspection Completed On-site Onsite inspection from 3:00 p.m. - 4:30 p.m. |
| 11/09/2022 | Inspection Completed On-site Follow up onsite inspection from 10:30 a.m. - 12:30 p.m. |
| 03/09/2023 | Contact - Telephone call made. Interviewed child care staff members. |
| 03/09/2023 | Contact - Telephone call made. Interviewed parents who have children enrolled. |
| 03/09/2023 | Exit Conference Conducted an exit conference with Licensee Designee, Kimberly Schauer and Program Director April Sizemore. |

ALLEGATION: Shelby University did not provide appropriate care to Child A (10-month-old, female). On 10/21/2022 Child A had eaten only one bottle the entire nine hours she was in care.

INVESTIGATION:

On 10/26/2022, I initiated my investigation and interviewed Child A's Mother. Child A has been enrolled in Shelby University since she was 6 months old. There have not been any issues until recently. Child A has a menu plan where she is given four bottles for the day and eats some solids as well throughout the day. Typically, Child A will have four bottles at home. When Child A was picked up on 10/21/2022, Child A had only eaten one bottle the entire day and the other three bottles were returned. Child A's Mother concerned that the child care staff at Shelby did not provide appropriate care to Child A.

On 11/04/2022, I conducted an onsite inspection. Licensee Designee Kimberly Schauer and Program Director April Sizemore provided child information cards, child care staff member contacts, and a copy of Child A's feeding schedule. Ms. Sizemore did not have the feeding documentation sheet from 10/21/2022 because staff already provided the copy to Child A's parents.

Ms. Sizemore was able to review the classroom surveillance video from 10/21/2022 with Child A and was able to verify that Child A ate more than one bottle that day. There were two child care staff members present in the room with Child A all day—Child Care Staff Member 1 and Child Care Staff Member 2. Ms. Sizemore explained that Child A had her first snack at 9:00 a.m., and then finished her first bottle at 10:15 a.m. At 12:00 p.m., Child A ate lunch at the table with the other children, and then offered a 2nd bottle from 12:30 p.m. to 2:48 p.m. Last two attempts of offering the bottle to Child A was observed on 4:17 p.m. and then again at 4:35 p.m. All attempts to give the bottle to Child A observed Child A pushing away and not wanting to drink from the bottle. Child A was observed to eat solids and that day did not drink from her bottle. When Child A developed a fever at the end of the day around 4:45 p.m. and was observed to be congested. It made sense that Child A did not want to drink out of her bottle because she was congested towards the end of the day. Both Ms. Sizemore and Ms. Schaeuer expressed that they would never allow a child in care to go without food. Child A ate, however, did not finish all the bottles that were provided by Child A's Mother.

On 11/09/2022 I conducted a follow up onsite inspection to view center's video surveillance footage in Child A's classroom from day of incident on 10/21/2022.

Video footage from Child A's classroom on 10/21/2022:

- 9:00 a.m. Child A in the Sophomore Room with Child Care Staff Member 1 and Child Care Staff Member 2. Child A is observed sitting at table eating goldfish snacks with other children from the classroom.

- 10:14 a.m. Child Care Staff Member 1 provided a bottle for Child A and Child A takes the bottle.
- 12:04 p.m. Child A is seen sitting at table for lunch and the children are being served pizza. Child A is provided her 2nd bottle at the table with her lunch. Child A is seen sipping the bottle but finishes her table food.
- 12:34 p.m. Child A is offered her bottle but refuses it. Child A pushes it away and continues to eat her solids.
- 1:02 p.m. Child A is offered another a bottle but does not drink it.
- 1:32 p.m. Child A is offered a bottle but continues to not take it.
- 2:11 p.m. Child A is offered a bottle and begins drinking some.
- 2:48 p.m. Child A is offered a bottle but does not drink.
- 3:11 p.m. Child A is seen sitting at the table with other children and eating snacks.
- 4:17 p.m. Child A is given a bottle and Child A begins drinking it, but then pushes it away.
- 4:35 p.m. Child A is offered the bottle again and Child A refuses it.
- 4:45 p.m. Child A's health status change is observed, and her temperature is checked. Child Care Staff Member 1 is holding Child A in her arms and takes her to the front lobby of the center where Ms. Sizemore is seen assisting and then on the phone to notify Child A's Mother.

Ms. Sizemore and Ms. Schauer explained that the staff were attempting multiple times to offer Child A her bottle throughout the day because it was at Child A's Mother's request to offer a bottle every two or three hours.

On 03/09/2023, I interviewed Child Care Staff Member 1. Child Care Staff Member 1 worked in the Sophomore Room with Child A all day on the day of the incident. Four bottles were provided by Child A's Mother as this is the amount requested for Child A to drink. Child A is not a big bottle drinker and is more interested in table food, so it was not unusual for Child A to not drink all four bottles. However, because the specific feeding request is made with Child A's Mother, all staff do their best to meet that request. On the day of the incident, Child Care Staff Member 1 and Child Care Staff Member 2 tried several times to feed Child A her a bottle throughout the day however Child A preferred more the solid foods. Child A had a slight cough and runny nose, but it was not until the end of the day that she developed a fever and health status changed quickly. The staff would never let Child A or any of the children in their care to go without any food.

On 03/09/2023, I interviewed Child Care Staff Member 2. Child Care Staff Member 2 stated that she worked with Child Care Staff Member 1 the entire day in the Sophomore Room with Child A. Child Care Staff Member 2 is familiar with Child A since she primarily works in the Sophomore room. Child A's bottles were offered throughout the day per the instructions of Child A's Mother, but Child A was not interested in drinking her milk. Child A ate well throughout the day table food that was offered to the children. Towards the end of day, Child A was observed to have

a fever, so Child Care Staff Member 1 took her to Ms. Sizemore to take her temperature and contact Child A's Mother.

On 03/09/2023, I interviewed Child B's Mother, Child C's Mother, Child D's Mother, and Child E's Mother. All the parents expressed that they do not have any issues with the level of care and supervision that the center is providing for their children. The child care staff at Shelby are attentive and caring towards the children. Most of the staff are loving and truly provide a loving environment for the children. Staff are seen loving, holding, caring, and feeding the children on a regular basis.

| 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: | On 10/21/22, Child Care Staff Member 1 and Child Care Staff Member 2 provided appropriate care and supervision throughout the day to Child A. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

ALLEGATION: On 10/21/2022, Shelby University did not notify the parents timely of Child A's health change. Upon pick up at the end of the day Child A was in distress with a high fever and shallow breathing.

INVESTIGATION:

On 10/26/2022, I interviewed Child A's Mother. Child A's Mother stated that she was driving to the center from work on 10/21/2022 and around 5:00 p.m. Program Director April Sizemore called her to inform her that Child A had a fever and requested that she be picked up as soon as possible because she was not feeling well. Child A's Mother explained to Ms. Sizemore that she was on her way to the center and would be there no more than 30 minutes. About 25 minutes later, Ms. Sizemore called Child A's Mother again to inform her that Child A was breathing heavily and inquired how close she was to the center. It was explained to Ms. Sizemore that Child A's Mother was only five minutes away from the center and would be there as soon as possible. When Child A's Mother arrived at the center, Child A was with Ms. Sizemore and another child care staff member. Child A was wheezing, and her eyes were watery. Ms. Sizemore explained that the labored breathing started suddenly, and they were getting concerned of the sudden change in her breathing. Child A's Mother struggled to believe that Child A's health just got worse in a matter of few minutes and did not understand why the center did not call earlier in the day to inform her that Child A was sick. Child A was taken to urgent care where her oxygen level was tested. The urgent care physician recommended

breathing treatment with albuterol and steroids. Child A already has breathing machine at home and utilizes it when needed since she was an infant. Physician recommended that Child A continues breathing treatments and monitor symptoms. There were no medications or diagnosis, just congestion. Child A's labored breathing was magnified by the fact that she was also congested.

On 11/09/2022, I conducted a follow up onsite inspection to view center's video surveillance footage in Child A's classroom from day of incident on 10/21/2022 with Licensee Designee Kimberly Schauer and Program Director April Sizemore. Ms. Sizemore explained that she was present at the center the entire day, and the two child care staff members that were in Child A's classroom were Child Care Staff Member 1 and Child Care Staff Member 2. Child A did not show any signs of distress the entire day until towards the end of the day. Immediately when the staff noticed Child A's health status change with her body temperature beginning to rise and verified that Child A had a fever, Ms. Sizemore immediately contacted Child A's Mother informing her that Child A had developed a fever over 100 degrees Fahrenheit. Child A's Mother was notified about 4:45 p.m. to inform her that Child A had a fever and needed to be picked up as soon as possible per their sick and notification policy. Child A's Mother expressed that she left work and would be on her way as soon as possible. Child Care Staff Member 1 held Child A in the lobby area and was comforting her as best as she could until Child A's Mother could pick her up. Child A was not crying, just hot from the fever. Shortly after 5:00 p.m., Child Care Staff Member 1 noticed that Child A's breathing suddenly became labored and very heavy. Ms. Sizemore contacted Child A's Mother again explaining that Child A's breathing was getting worse and inquired how much longer she would be until she arrived at the center. Child A's Mother stated that she was about five minutes away. When Child A's Mother arrived, she could not believe that Child A's health status "immediately" changed from simply a fever to labored breathing. Child A's Mother disenrolled Child A that evening and has not returned at the center. Ms. Sizemore then contacted Ms. Schauer over the phone to notify her of the incident and notified Licensing.

Video footage from Child A's classroom on 10/21/2022:

I was able to verify that from 9:00 a.m. to 4:45 p.m., Child A was observed in the classroom to be playing and engaging with other children and the child care staff members with no distress. At 4:48 p.m., Ms. Sizemore is observed consulting with Child Care Staff Member 1 who reports that Child A has a temperature, and it is checked again. Ms. Sizemore contacts Child A's Mother to inform her of Child A's high temperature. From 4:50 p.m. to 5:00 p.m., Child Care Staff Member 1 is observed holding Child A and soothing her, no signs of distress. At 5:09 p.m., Ms. Sizemore and Child Care Staff Member 1 are observed noticing Child A was struggling and looked concerned for Child A's wellbeing. At 5:11 p.m., Ms. Sizemore is seen on the phone again and reportedly contacting Child A's Mother to inform her of the heavy breathing displayed suddenly. At 5:19 p.m., Child A's Mother enters the center and picks up Child A to take to urgent care.

On 03/09/2023, I interviewed Child Care Staff Member 1. Child Care Staff Member 1 stated that she was in Child A's room the entire day. Child A did not have any signs of distress. Child A only had a runny nose and a slight cough throughout the day. Towards the end of the day around 4:45 p.m. Child Care Staff Member 1 observed that Child A developed a fever and took her temperature which was over 100 degrees Fahrenheit. Child Care Staff Member 1 then took Child A up to the front area of the center where Ms. Sizemore was at, and they verified that Child A had a high temperature. Ms. Sizemore called Child A's Mother to notify her that Child A was sick and needed to be picked up. While waiting for Child A's Mother to arrive, Child Care Staff Member 1 held Child A and soothed her to the best of her ability. Within 20 minutes, Child A's health status changed again where she suddenly started to breathe heavily and struggled to pull air into her lungs. After this sudden health change observed, Ms. Sizemore contacted Child A's Mother again to inform her of the sudden health change and inquired how much longer she would be at the center. Child A's Mother arrived five minutes later and took Child A to urgent care. Child A's Mother disenrolled Child A from Shelby that day and has not returned. Child A's level of care was never neglected or ignored. As soon as Child A developed her fever, Child A's Mother was notified per the center's policy.

On 03/09/2023, I interviewed Child Care Staff Member 2. Child Care Staff Member 2 stated that she was in the room with Child A and Child Care Staff Member 1 the entire day. Child A was doing well the entire day with normal activity until towards the end of the day at about 4:45 p.m. when Child Care Staff Member 1 checked Child A's temperature and it was high. Child A was not being neglected or ignored that day. As soon as Child A's health status changed and was observed with a high temperature, it was determined that Child A's Mother needed to be notified. Child Care Staff Member 1 was able to take Child A to Ms. Sizemore and they were with Child A until Child A's Mother. Child Care Staff Member 2 did not witness the heavy breathing that developed later. Child A only displayed running nose and slight coughing throughout the day and the fever did not develop until the end of the day while in the classroom.

On 03/09/2023, I interviewed Child B's Mother, Child C's Mother, Child D's Mother, and Child E's Mother. All the parents interviewed expressed that the center is very good with communication regarding child accidents and incidents. Whenever their child has been sick or there was an incident, the child care staff members at Shelby have immediately notified the parents and provided the details of the situation. There have never been any issues or concerns with communication when children have any kind of incidents or become sick at the center.

On 3/10/2023, I conducted an exit conference with Ms. Sizemore and Ms. Schauer and informed them there were no licensing violations found during the investigation.

| APPLICABLE RULE | |
|------------------------|---|
| R 400.8155 | Child accidents and incidents; child and staff illness. |
| | (1) A center shall have a written plan for how and when a parent is notified when personnel observe any of the following: (a) Changes in a child's health. |
| ANALYSIS: | On 10/21/2022, when Child A had developed a high fever, Child Care Staff Member 1 informed Program Director Ms. Sizemore and Child A's Mother was immediately notified by phone to pick up Child A, who was sick. |
| CONCLUSION: | VIOLATION NOT ESTABLISHED |

IV. RECOMMENDATION

I recommend no change in the license status.



Linda Pavlovski
Licensing Consultant

04/06/2023

Date

Approved By:



Crecendra Boone
Area Manager

04/06/2023

Date