



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

MARLON I. BROWN, DPA
ACTING DIRECTOR

September 5, 2023

Audra Roland
Amazing Learning Academy, LLC
8121 E. 9 Mile
Warren, MI 48089

RE: License #: DC500361594
Investigation #: 2023D0026022
Amazing Learning Academy

Dear Ms. Roland:

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:

- R400.8146(1)(a) Information provided to parents.

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

- I interviewed the person who made the complaint, licensee, caregivers, parents, with relevant information.
- I completed an onsite inspection on 08/04/2023.

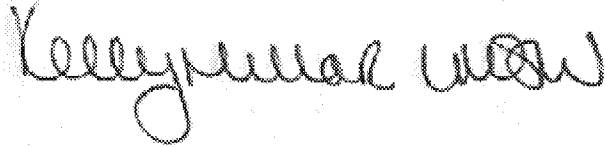
As a result of this investigation, I recommend no change to the current license status. I did not find any violations. The special investigation report is attached.

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 "Kelly Millar LMSW". The signature is written in a cursive style with a large initial "K".

Kelly Millar, LMSW, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30837
Lansing, MI 48909
989-385-6683

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC500361594
Investigation #:	2023D0026022
Complaint Receipt Date:	08/03/2023
Investigation Initiation Date:	08/04/2023
Report Due Date:	10/02/2023
Licensee Name:	Amazing Learning Academy, LLC
Licensee Address:	8121 E. 9 Mile Warren, MI 48089
Licensee Telephone #:	(313) 575-4717
Administrator:	Audra Roland
Licensee Designee:	Audra Roland
Name of Facility:	Amazing Learning Academy
Facility Address:	8121 E. 9 Mile Warren, MI 48089
Facility Telephone #:	(586) 756-5437
Original Issuance Date:	06/16/2014
License Status:	REGULAR
Effective Date:	12/16/2022
Expiration Date:	12/15/2024
Capacity:	80
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child A was discharged from daycare for behavioral issues.	No

III. METHODOLOGY

08/03/2023	Special Investigation Intake 2023D0026022
08/04/2023	Special Investigation Initiated - On Site Onsite inspection completed by Kelly Millar, interviews conducted with Licensee, CCSM 1, CCSM 2, and CCSM 3.
08/04/2023	Contact - Telephone call made. Telephone call with Child A and B's foster mother, interview conducted.
08/04/2023	Contact - Telephone call made. Text sent to Child A and B's foster mother requesting a call back when in better service.
08/04/2023	Contact - Telephone call received. Telephone call with Child A and B's foster mother, interview conducted.
08/04/2023	Contact - Telephone call made. Attempted telephone call with [REDACTED] voicemail left requesting call back.
08/04/2023	Contact - Telephone call made. Telephone call with Child A and B's mother, interview conducted.
08/04/2023	Contact - Document Sent Email to licensing consultant Stephanie Williams.
08/07/2023	Contact - Document Received Received an email from licensing consultant Stephanie Williams.
08/09/2023	Contact - Telephone call made. Telephone call with [REDACTED] interview conducted.
08/09/2023	Contact - Telephone call made.

	Telephone call with Child A and B's mother, interview conducted.
08/09/2023	Contact - Telephone call made. Attempted telephone call with licensee, left a message requesting a call back.
08/09/2023	Contact - Telephone call received. Received a voicemail from licensee requested a call back.
08/10/2023	Contact - Telephone call received. Received a voicemail from licensee, requesting a call back.
08/10/2023	Exit Conference Exit conference held with licensee.

ALLEGATION: Child A was discharged from daycare for behavioral issues.

INVESTIGATION: On 08/04/2023, I conducted an unannounced onsite inspection at Amazing Learning Academy. I met with CCSM 1, who was in charge of the center as the licensee was not present. She called the licensee whom I spoke with via telephone. I advised I had received a complaint, and asked if she could come in. She indicated she would head in and gave permission for CCSM to gather needed documents including child information cards, enrollment packet, attendance records, and parent handbook. CCSM 1 provided all needed items. While waiting for Ms. Roland to arrive, I sat on the back bench facing two classrooms. I watched several children leave the classroom alone and walk to the bathroom down the hall and around the corner unaccompanied. Ms. Bond explained the bathrooms are in the hallway and children use the restroom independently.

On 08/04/2023, I interviewed licensee Audra Roland. She is familiar with Child A, who has a sibling Child B who was also attending the child care center. They only attended for a week. There were no incident reports issued to the foster mother, case worker or biological mother. She spoke with the foster mother on the second or third day about some of the behaviors they were seeing. They are not the type of center where everyday they are reporting negative things to the parents. Especially if the parents are already aware their child struggles with some behaviors as it can be hard to hear that every day. The foster mother upon enrollment of Child A indicated he had some problems; he had been in different foster homes and daycares. The foster mother also reported she would not have them very long as it was a temporary placement due to the biological mother working her program and doing well, so it seemed the children would be returning to the mother. They were sympathetic to the situation and tried to work with them regarding Child A. It became apparent within the first week they would not be able to accommodate Child A due to his hitting, biting, kicking, and harming other children. Foster mother was advised

Child B could remain in the daycare however Child A could not. When she spoke with foster mother later, it was brought up that one of the staff members their hit her car and that is why she felt Child A was being kicked out. Ms. Roland had no idea her staff had been involved in a car accident with foster mother, and it does not make sense as she offered to let Child B stay enrolled in the daycare. The foster mother appeared stressed out and frustrated by the situation, as being a first-time foster mother is hard. The children are supposed to be supervised when they leave the classroom, she is not sure why the teachers let children walk alone to the bathroom, they are supposed to take several of them in a group to keep ratio. They have let the school age go on their own as they are older and do so in school. Provided technical assistance regarding the need to have appropriate supervision of all children enrolled in the center.

I met with and conducted an interview with CCSM 2. She has worked at the child care center for two and a half years. She has been the lead in the classroom the entire time. She has previously worked at other child care centers as well. She is familiar with Child A and B. They came for a week, and she believes they came every day. She does not believe Child A has any type of diagnosis but that he was having trouble at the child care center. He was difficult to follow directions, he was smacking kids, running out of the classroom at times, and he bit another child. They worked with redirecting him, but it was not very successful. She does not believe he was used to structure or hearing the word no. She did not speak with the parents about his behavior, she relayed information to Ms. Roland who then spoke with parents. She has no issues or concerns at the center.

I met with and conducted an interview with CCSM 3. She has worked at the child care center for a few weeks, but had previously worked at the center as well, she was just returning. She is the assistant in the three- to five-year-old classroom. She is familiar with Child A and B. She does not know if Child A has a diagnosis. She knows he had a lot of difficulty when he had to transition from different activities in the classroom. He did not like structure, he did not like to end what he was doing and move on to other things. He appeared angry, he was hitting kids, slapping kids and biting kids. He would throw toys or items in his hands when upset. He would hit staff, and they would deal with it but when he hits other children, they cannot let him do that. She did not speak with anyone other than Ms. Roland and CCSM 1 about the behaviors. She has no issues and no concerns about the center.

On 08/04/2023, I called Child A and B's foster mother, and attempted to interview her via telephone. The connection was bad, and interview could not be completed due to the phone reception.

On 08/04/2023, I texted Child A and B's foster mom, asking her to call back when her reception was better.

On 08/04/2023, I received a telephone call from Child A and B's foster mother, interview conducted. This is the first time she has had a foster care placement or

had to deal with enrolling foster children in daycare. During the first week there, one of the teachers rearended her car at the stoplight down the road from the center, and drove off, she was able to get the license plate. When she picked up the children on Friday, she noticed the car in the parking lot and talked to them inside the center about it. About two or three hours after she picked up the boys, she got a call from the director telling her Child A was not allowed back, and she assumed since Child A was not allowed back, she would not want to bring Child B back but that he could. She denies she was ever told prior that phone call there were issues going on at the center with Child A. She never received any incident reports or anything then in that phone call they reported all these issues they had with him. The case worker picked the boys up, the biological mother picked the boys up and both of them did not get told any issues either. It feels very suspicious regarding her confronting the worker about rearending her and then hours later the boys cannot return to daycare. She denies she told the daycare that Child A had problems at enrollment. She denies she has any idea that Child A has behavior issues, she was not told that by the case worker or the biological mom, so she could not have told the daycare that. Child A was previously in daycare and had no issues there that she is aware of. "It is a complete lie, I never told them that he had issues." She provided the case worker's name and biological mom's name as well. She felt their communication was lacking but also admits she did sign enrollment paper with the admission/withdrawal policy as well as the 30-day probationary period noted on the forms.

On 08/04/2023, I attempted to contact [REDACTED] a voicemail was left requesting a call back.

On 08/04/2023, I interviewed Child A and B's biological mother. She picked the boys up twice from daycare the week they were there. She was not told either time that Child A was having a difficult time. He has been in previous daycares and not had problems that she is aware of. However, the last foster placement that mother would not speak with her, so she is not sure what was going on with the boys while they were placed there. Child A did have issues at the school when he attended there, he was having aggravated outbursts, but feels it had to do with their stepdad. When she picked the boys up, she had her parenting coach with her.

On 08/04/2023, I emailed licensing consultant Stephanie Williams.

On 08/07/2023, I received an email back from licensing consultant Stephanie Williams regarding the bathrooms, and children being supervised always while using the bathrooms.

On 08/09/2023, I interviewed [REDACTED] She picked up Child B once, she did not pick up Child A at all. She was not told anything by the daycare when she picked up Child B. She actually had plans to return Child B to the daycare, but when she returned, they indicated Child A's foster mom had just picked him up, so she took Child B to foster mom. She did not complete any of the paperwork for enrollment. She also did not speak with anyone at the center about Child A. She did

provide an in-depth background on Child A and B to foster mom. Child A is in therapy and has behavioral issues, which they are working on. It was noted Child A has adjustment issues, transition issues but not diagnosis as of yet. He is in [REDACTED] and working on those issues. She is fairly confident the issues were relayed to foster mom and she was aware of them at placement. It was relayed he would become more escalated than a typical five-year-old would.

On 08/09/2023, I spoke with Child A and B's mother again. She had recently learned at the foster home the children are allowed to be on the Xbox all day and night, there is no structure, they are eating junk food and then at night time they are being given melatonin to sleep. This information just was made aware to her today, and [REDACTED] is handling this issue and she hopes it is going to change. She now believes Child A was probably having behavioral issues due to those items. At her home there is structure, rules, and they have to eat healthy and good food.

On 08/09/2023, I attempted to speak with licensee, Ms. Roland, a message was left asking for a call back.

On 08/10/2023, I conducted an exit interview with Ms. Roland regarding the complaint and provided technical assistance on supervision of kids while walking to bathroom.

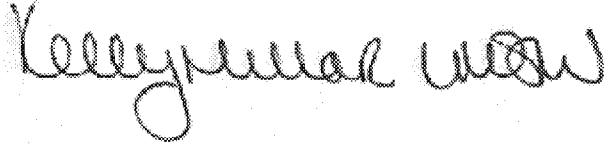
APPLICABLE RULE	
R 400.8146	Information provided to parents.
	(1) A center shall provide a written information packet to each parent enrolling a child that includes at least all of the following: (a) Criteria for admission and withdrawal.
ANALYSIS:	The center has a written admission and withdrawal policy which is provided to parents upon enrollment. Child A and B's [REDACTED] mother received it and signed it.
CONCLUSION:	VIOLATION NOT ESTABLISHED

Technical Assistance and Consultation:

R400.8125(1) Provided technical assistance regarding children walking to bathroom unaccompanied.

IV. RECOMMENDATION

I recommend no changes to the license.



08/10/2023

Kelly Millar, LMSW
Licensing Consultant

Date

Approved By:



09/05/2023

Crecendra Boone
Area Manager

Date