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GOVERNOR

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

Michelle Richard
ACTING DIRECTOR

5/21/2024

LoveLee Care Inc.
Damon Jones
63283 Turnberry Way,
Washington, MI, 48095

License Number: DC500408274
Special Investigation Number: SI-00025834

Dear Damon Jones,

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.
R 400.8140(2)(a)	Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
R 400.8140(2)(i)	Time out must not be used for children under 3 years of age.

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

- I interviewed: Complainant, licensee designee, program director and child care staff members.
- I completed on-site inspections on the following dates: 7/12/2023

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

Rule/Law Number	Rule Description
R 400.8140(2)(i)	Time out must not be used for children under 3 years of age.

Due to the violations, you must send us a [corrective action plan](#). You can use our corrective action plan form or create your own. Your corrective action plan is due by 06/23/2024.

If you need help writing the corrective action plan, please contact licensing consultant Juanita Velasquez at (586) 256-2044 or velasquezj1@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.

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, Juanita Velasquez at (586) 256-2044 or velasquezj1@michigan.gov. In the event that Juanita Velasquez is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,

Juanita Velasquez, Licensing Consultant
Enclosure

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

Report Type: Special Investigation Report

Date of Report: 4/17/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00025834	7/10/2023
Investigation Initiation Date	Report Due Date
9/22/2023	9/9/2023
License Number	Licensee Name(s)
DC500408274	LoveLee Care Inc.
Facility Name	Licensee Designee(s)
LoveLee Care 2	Damon Jones Sara Tracy Jones
Program Type	Central Administrator(s)
Center	
Capacity	Program Director(s) Name
67	
Facility Address	Mailing Address
19865 15 Mile Road, Clinton Township, MI, 48035	63283 Turnberry Way, Washington, MI, 48095
Facility Phone Number	Facility Email Address
3133004378	damonj220@yahoo.com
Original License Issuance Date	License Status:
9/1/2021	Regular
License Effective Date:	License Expiration Date:
3/1/2022	2/29/2024

ALLEGATION(S)

	Violation Established?	
Child Care Staff Member 1 uses racially aggressive language.		No
Child Care Staff Member 1 has said that she turns her back to the cameras and hits children.		No
Child Care Staff Member 1 uses time out harshly in the toddler classroom.	Yes	

METHODOLOGY

Date	Activity
9/22/2023	Special Investigation Case Created SI-00025834
7/11/2023	Special Investigation Initiated via Phone Call Interview with Complainant.
7/12/2023	Inspection Completed On-Site Interview with licensee designee Sara Jones. Interviews with Child Care Staff Member 1, Child Care Staff Member 2, Child Care Staff Member 3, and Child Care Staff Member 5.
3/25/2024	Exit Conference Telephone exit interview with Mrs. Jones.

ALLEGATION:

Child Care Staff Member 1 uses racially aggressive language.

INVESTIGATION:

On 07/11/2023, I conducted a telephone interview with Complainant. Complainant stated that Child Care Staff Member 1 does not work well with the children in the toddler classroom. She says inappropriate things about the children and parents in front of the children and other child care staff members. Complainant described the inappropriate comments as “racially aggressive.” Child Care Staff Member 1 has made comments about children’s hair, has said the “n word,” and says things about parents and children being “ghetto.” Complainant then described how Child Care Staff Member 1 was retelling a story to other staff members about a child saying the “n word.” Child Care Staff Member 1 kept saying the actual word when repeating the story. Children in care did not hear the story. Complainant explained that there were also a number of “microaggressions” that Child Care Staff Member 1 would say like the children’s food from home was disgusting or their hair was unkempt.

On 07/12/2023, I conducted an unannounced onsite inspection at LoveLee Care 2. The licensee designee Sara Jones was not initially present during the inspection. I conducted an interview with Child Care Staff Member 2. Child Care Staff Member 2 did not have any concerns and was not aware of Child Care Staff Member 1 using inappropriate language or making inappropriate comments.

I then interviewed Child Care Staff Member 1 who denied ever making any racially inappropriate comments or negative comments about children or their parents. She had no knowledge about retelling a story and using the “n word” or using inappropriate or insensitive language around children. Child Care Staff Member 1 had no idea where the allegations stemmed from or what I was referencing.

I then interviewed Child Care Staff Member 3. She confirmed that Child Care Staff Member 1 was recounting a story about how a child said the “n word” and Child Care Staff Member 1 kept saying the full word while telling the story. The incident did not occur in front of children in care. Child Care Staff Member 1 has also told children “That’s ghetto” and “you ain’t in the hood.” Child Care Staff Member 3 explained to Child Care Staff Member 1 that her remarks were racially insensitive and to stop making those comments.

During the onsite inspection, Mrs. Jones arrived at the center, and I explained that a complaint had been received and I reviewed the allegations with her. She denied ever receiving any parental complaints regarding Child Care Staff Member 1 but acknowledged that Child Care Staff Member 1 has had a “number of run-ins” with other child care staff members. A couple of weeks earlier, Child Care Staff Member 4 was released from employment, and she made allegations against Child Care Staff Member 1. Child Care Staff Member 4 did not like how Child Care Staff Member 1 described a child’s hair. Mrs. Jones then spoke with Child Care Staff Member 1 about being more culturally sensitive and aware. I explained to Mrs. Jones that when I asked Child Care Staff Member 1 if there had ever been concerns about her being racially insensitive or making inappropriate comments, she stated she did not have any idea what I was talking about. Mrs. Jones did not know why Child Care Staff Member 1 would not disclose that conversation.

I then interviewed Child Care Staff Member 5 who arrived during the onsite inspection. Child Care Staff Member 5 works in the toddler room with Child Care Staff Member 1. She denied ever hearing Child Care Staff Member 1 use the “n word” or make racially insensitive comments. Child Care Staff Member 5 explained that one time, a school age child told Child Care Staff Member 1 that her mom was going to fight her. Child Care Staff Member 1 told the child not to say things like that because “we are not in the ghetto.”

Before leaving the inspection, I spoke with Mrs. Jones and informed her that I was concerned with the language and actions of Child Care Staff Member 1 and strongly suggested diversity and inclusion training for her and other child care staff. Mrs. Jones indicated that she understood and would address the concerns with Child Care Staff Member 1 and look into training.

On 03/25/2024, I conducted an exit interview with Mrs. Jones. I explained that I did not find enough evidence to support a violation of the care and supervision rule. Mrs. Jones stated that Child Care Staff Member 1 was no longer employed at the center. Additionally, a team meeting was held after receiving the complaint to address the issue.

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:	There was insufficient evidence to support that Child Care Staff Member 1 failed to provide appropriate care and supervision of children in care.
CONCLUSION:	Violation Not Established

ALLEGATION:

Child Care Staff Member 1 has said that she turns her back to the cameras and hits children.

INVESTIGATION:

During the 07/11/2023 telephone interview with Complainant, she stated she heard from a child care staff member that Child Care Staff Member 1 was saying she has hit children before. Child Care Staff Member 1 reported that she turns away from the camera when she hits children. Complainant denied ever witnessing Child Care Staff Member 1 physically discipline children.

During the 07/12/2023 interview with Child Care Staff Member 2, she denied ever observing Child Care Staff Member 1 or any child care staff member use physical discipline with children in care. She had never heard anything about a child care staff member turning her back to the camera so physical discipline could be recorded. Child Care Staff Member 2 was not aware of what discipline methods are used in Child Care Staff Member 1's classroom.

During the 07/12/2023 onsite interview with Child Care Staff Member 1, she denied having any knowledge about allegations of physical discipline or inappropriate discipline of children. Care Staff Member 1 denied ever hitting a child or using any physical discipline with children.

During the 07/12/2023 onsite interview with Child Care Staff Member 3, she stated that about three weeks ago, Child Care Staff Member 1 told her that when a child is misbehaving, she turns her back to the camera and taps the child's hand. Child Care Staff Member 3 denied ever observing Child Care Staff Member 1 hit a child or use any form of physical discipline with children. Child Care Staff Member 3 had no idea why Child Care Staff Member 1 disclosed that information, but she told Child Care Staff Member 1 that she should not be hitting children. Child Care Staff Member 3 did not report Child Care Staff Member 1's comments to Mrs. Jones.

During the 07/12/2023 onsite interview with Child Care Staff Member 5, she denied ever observing Child Care Staff Member 1 hit children in care. She had never heard or observed Child Care Staff Member 1 turn her back to the camera, then hit a child.

During the 07/12/2023 interview with Mrs. Jones, she denied any knowledge of allegations that Child Care Staff Member 1 was turning her back to the cameras in the classroom and hitting children. I asked Mrs. Jones if I could observe the video recordings of the classroom. She indicated that she did not have access to recording and would have to call and pay the security company for access to the videos. Additionally, she thought the videos were only available for a few days and without a timeframe to work with she did not think she could get access to all of the videos. I expressed concerns to Mrs. Jones that a child care staff member was aware that Child Care Staff Member 1 was making comments about hitting children and those comments were never reported to Mrs. Jones. I provided technical assistance to Mrs. Jones regarding child abuse and neglect reporting procedures and that child care staff members are required by law to report suspected abuse or neglect.

During the 03/25/2024 exit interview with Mrs. Jones, I informed her that I had not found enough evidence to support that Child Care Staff Member 1 used physical discipline with children. I explained that although one child care staff member reported that Child Care Staff Member 1 made the statement, Child Care Staff Member 1 denied the allegations and no child care staff members ever observed Child Care Staff Member 1 or any child care staff member use physical discipline with children.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8140(2)(a)	Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
ANALYSIS:	There was insufficient evidence to support that Child Care Staff Member 1 used physical discipline of children in care.
CONCLUSION:	Violation Not Established

ALLEGATION:

Child Care Staff Member 1 uses time out harshly in the toddler classroom.

INVESTIGATION:

During the 07/11/2023 telephone interview with Complainant, she expressed concerns that Child Care Staff Member 1 puts children in time out harshly. Complainant felt Child Care Staff Member 1 was rough when putting children in time out. I asked the age of the children in the room and Complainant indicated it was the toddler classroom, so children are under three years of age. Complainant was not aware that time out is not allowed

for children under three years of age. Time out is the main form of discipline used in the toddler classroom.

During the 07/12/2023 onsite interview with Child Care Staff Member 1, she stated that for discipline she reminds children of the rules and will have children sit in a chair and describe what they are feeling. Child Care Staff Member 1 would not call the use of children sitting in a chair time out.

During the 07/12/2023 onsite interview with Child Care Staff Member 2, she explained in the preschool classroom, she has a quiet area for children if they need to regroup. It is not time out, but an area for them to have some quiet time. For discipline, she discusses the situation with children and reminds them of the rules. If the behavior continues, children are encouraged to go and cool down before coming back and trying again. Child Care Staff Member 2 was not sure what discipline is used in the toddler classroom.

During the 07/12/2023 interview with Child Care Staff Member 5, she explained that in the toddler classroom, children are put in time out for about a minute for each year. Generally, the children are in time out for about two minutes. Child Care Staff Member 5 uses redirection and talking to the children before using time out. Child Care Staff Member 5 did not have any concerns about Child Care Staff Member 1's use of time out with children. She denied ever observing Child Care Staff Member 1 putting children in time out harshly or aggressively.

During the 07/12/2023 interview with Mrs. Jones, she denied ever receiving any complaints regarding Child Care Staff Member 1 putting children in time out harshly. Mrs. Jones was not aware that time out was being used since child care staff members are not trained to use time out.



During the 03/25/2024 exit interview with Mrs. Jones, I informed her that I had found sufficient evidence to support a violation of the rule prohibiting time out for children under 3 years of age. Mrs. Jones stated she was not aware that time out was being used in the classroom and that is not the discipline that they train staff to use in the toddler classroom. Child Care Staff Member 1 began using time out in the classroom on her own. Child care staff members have been retrained on appropriate discipline.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8140(2)(i)	Time out must not be used for children under 3 years of age.
ANALYSIS:	Child care staff members in the toddler classroom used time out for discipline. Children in the toddler classroom are under 3 years of age.
CONCLUSION:	Violation Established

BUREAU RECOMMENDATION

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

Approved By:	
 Juanita Velasquez Consultant	4/17/2024 Date
 Crecendra Boone Area Manager	05/21/2024 Date