



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

July 5, 2023

Kelli McCullough  
Positive Impressions Childcare III  
16705 Martin  
Roseville, MI 48066

RE: License #: DC500410780  
Investigation #: 2023D0521016  
Positive Impressions Childcare

Dear Ms. McCullough:

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 400.8137(6) Diapering; toileting.
- R 400.8330(7) Food services and nutrition generally.

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

- I interviewed the person who made the complaint, program director, licensee, licensee designee, child care staff member, witnesses, parents, children, or others with relevant information.
- I completed on-site inspections on the following dates: May 17, 2023.

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

- **R 400.8137(6) Diapering; toileting.**
- **R 400.8146(3) Information provided to parents.**

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by July 25, 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.



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- 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 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,

Catherine S. Edgar, Licensing Consultant  
Child Care Licensing Bureau  
611 W. Ottawa St. PO Box 30837  
Lansing, MI 48909  
(810) 931-1380  
[Edgarc1@michigan.gov](mailto:Edgarc1@michigan.gov)

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT**

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC500410780
<b>Investigation #:</b>	2023D0521016
<b>Complaint Receipt Date:</b>	05/11/2023
<b>Investigation Initiation Date:</b>	05/12/2023
<b>Report Due Date:</b>	07/10/2023
<b>Licensee Name:</b>	Positive Impressions Childcare III
<b>Licensee Address:</b>	16705 Martin Roseville, MI 48066
<b>Licensee Telephone #:</b>	(313) 790-3705
<b>Administrator:</b>	Kelli McCullough
<b>Licensee Designee:</b>	Kelli McCullough
<b>Name of Facility:</b>	Positive Impressions Childcare
<b>Facility Address:</b>	5215 E Eight Mile Warren, MI 48091
<b>Facility Telephone #:</b>	(313) 790-3705
<b>Original Issuance Date:</b>	04/13/2022
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	10/13/2022
<b>Expiration Date:</b>	10/12/2024
<b>Capacity:</b>	45
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Diapers are not being changed timely.	Yes
Children are hungry and thirsty a pick up.	No
Additional Findings	Yes

## III. METHODOLOGY

05/11/2023	Special Investigation Intake 2023D0521016
05/12/2023	Contact - Telephone call made. Attempted telephone contact with complainant. Call could not be completed.
05/12/2023	Contact - Document Sent E-mail sent to complainant.
05/12/2023	Contact - Telephone call made. Interview with the complainant.
05/12/2023	Special Investigation Initiated - Telephone Interview with complainant.
05/16/2023	Contact - Document Sent Text message sent to complainant.
05/16/2023	Contact - Document Received Photo of Child A's diaper and screen shots of diapering/feeding app received from complainant.
05/17/2023	Inspection Completed On-site Unannounced onsite inspection. 11:10am - 12:00pm. Interview with licensee designee Kelli McCullough, CCSM1, CCSM2
05/19/2023	Contact - Document Sent E-mail sent to licensing consultant Stephanie Williams.
05/19/2023	Contact - Document Received E-mail received from Stephanie Williams.

05/24/2023	Contact - Document Sent E-mail sent to Child B's mother.
05/24/2023	Contact - Document Sent E-mail sent to Child C's mother.
05/24/2023	Contact - Document Sent E-mail sent to Child D's mother.
05/24/2023	Contact - Document Sent E-mail sent to Child E's mother.
05/24/2023	Contact - Document Sent E-mail sent to Child F's mother.
05/24/2023	Contact - Document Sent E-mail sent to Child G's mother.
05/25/2023	Contact - Document Received Text from Child G's mother.
05/30/2023	Contact - Telephone call made. Message left for Child H's mother.
05/30/2023	Contact - Telephone call received. Message from Child H;s mother.
05/31/2023	Contact - Document Received E-mail from Child E's mother.
06/07/2023	Inspection Completed-BCAL Sub. Compliance
06/14/2023	Exit conference Telephone contact with Kelli McCullough

**ALLEGATION:** Diapers are not being changed timely.

**INVESTIGATION:** On May 12, 2023, I interviewed the complainant. Her child, Child A (female, age 1) recently attended the child care center. She said that she had previously had no issues with the center but ever since the infant/toddler lead caregiver was fired, things had gone downhill. Child A has been having diaper rashes lately and she believes it is due to her diaper not being changed enough. On May 10, 2023, Child A attended the center from prior to 8am and was picked up after 5pm. Per the daily

update that she receives on the ProCare app, Child A's diaper was only changed two times on that day. Once around 9am and once around 11:30am. She knows that Child A's diaper was not changed after 11:30am on that day as they write the time of the diaper change on the child's diaper and when she picked up Child A after 5pm on that day, Child A had 11:30am marked on her diaper. She was able to send me a picture of the screen shot for May 10, 2023, which showed her arrival time prior to 8am and pick up after 5pm. It also showed only two diaper changes, one around 9am and the other at 11:30am.

On May 17, 2023, I made an unannounced inspection to the child care center. I interviewed child care staff member 1 (CCSM1), who was able to show me in the ProCare app that diapers are checked every two hours and changed as needed. I spoke to CCSM2, who told me that diapers are checked every two hours or so and changed as needed. Licensee designee Kelly McCullough arrived during my onsite inspection. She is currently the acting program director. She said that they just began using the ProCare app to record infant and toddler daily records and that staff were still learning to use it. The staff in the infant and toddler rooms are new and she is in the process of training them. She denied that any parents had complained about the frequency of diaper changes. Diapers are checked every two hours and changed when needed. I also spoke to CCSM3 and CCSM4, who work in the infant and toddler rooms. They both were able to confirm diapers are checked every two hours. CCSM3 could not recall a time when diapers were not changed timely. The only way that a child might go longer between diaper changes is if the parent picks the child up when they are napping, as diapers are checked immediately after nap. CCSM3 and CCSM4 both acknowledged that the time of diaper change is marked on a child's diaper to keep track of diapering.

I attempted to contact the parents of seven children currently enrolled in the infant or toddler rooms. As of the date of this report, I have heard back from three of the parents. None of the parents had any concerns regarding the frequency of diaper changes.

<b>APPLICABLE RULE</b>	
<b>R 400.8137</b>	<b>Diapering; toileting.</b>
	<b>(6) Diapers and training pants must be checked frequently and changed when wet or soiled.</b>
<b>ANALYSIS:</b>	Child A's diaper was not changed in approximately six hours while in care at the center.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION: Children are hungry and thirsty a pick up.**

**INVESTIGATION:** The complainant reported that Child A is often hungry and thirsty when picked up from the child care center. Some days there is no record of Child A having eaten or drank anything in the ProCare app that the center uses to record children’s food intake. She sent me a screen shot showing no food or drink listed on a date when Child A was present at the center for approximately nine hours.

Per Ms. McCullough, no parents have complained about their children being hungry or thirsty. It is possible that new staff simply forgot to put feedings in the ProCare app as there are new staff in the infant and toddler rooms who are in training.

While at the center, CCSM1 showed me the toddler feeding schedule, which showed breakfast at 8am, snack at 10am, and lunch at 11:30am/11:45am. I reviewed the ProCare app for children present that day. It appeared that children in the infant and toddler rooms were being fed on a regular basis. CCSM3 and CCSM4 were both working on the day in question when there were no meals recorded in the ProCare app for Child A. Both confirmed that all children were fed that day and denied that any child is not fed regularly while in care at the center.

None of the parents contacted had any concerns about their infants or toddler not being fed enough while in care at the center.

<b>APPLICABLE RULE</b>	
<b>R 400.8330</b>	<b>Food services and nutrition generally.</b>
	<b>(7) Infants and toddlers shall be fed on demand.</b>
<b>ANALYSIS:</b>	There is not sufficient evidence that infants and toddlers are not being fed on demand.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:** It appears that not all feedings had recorded in the ProCare app for Child A. Child care staff members present on the date that the ProCare app showed no meals for Child A were adamant that all children were fed that day. Kelli McCullough confirmed that staff were still learning to use the ProCare app in order to record infant and toddler daily records. My observations of all of the classrooms at the time of my onsite inspection were that children were being fed and provided beverages on a regular basis.

<b>APPLICABLE RULE</b>	
<b>R 400.8146</b>	<b>Information provided to parents.</b>
	<p><b>(3) For infants and toddlers, a center shall provide parents with a written daily record that includes at least the following information:</b></p> <ul style="list-style-type: none"> <li><b>(a) Food intake time, type of food, and amount eaten.</b></li> <li><b>(b) Sleeping patterns indicating when and how long the child slept.</b></li> <li><b>(c) Elimination patterns, including bowel movements, consistency, and frequency.</b></li> <li><b>(d) Developmental milestones.</b></li> <li><b>(e) Changes in the child's usual behaviors.</b></li> </ul>
<b>ANALYSIS:</b>	Daily records for Child A were not accurate on or about May 10, 2023.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### **IV. RECOMMENDATION**

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

*Catherine Edgar*

June 14, 2023

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Catherine S. Edgar  
Licensing Consultant

\_\_\_\_\_  
Date

Approved By:

*Crecendra Boone*

July 5, 2023

\_\_\_\_\_  
Crecendra Boone  
Area Manager

\_\_\_\_\_  
Date