



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

Marlon I. Brown, DPA
ACTING DIRECTOR

12/07/2023

Clubhouse Childcare Services LLC
10565 Northland Drive,
Big Rapids, MI, 49307

License Number: DC540405372
Special Investigation Number: SI-00079467

Dear Clubhouse Childcare Services LLC,

I conducted a special investigation because the child care licensing bureau 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: the program director, child care staff members, and parents.
- I completed on-site inspections on the following dates: 10/6/2023

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.

Upon receipt of an acceptable corrective action plan, I recommend 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, the matter will be forwarded to the disciplinary unit.

Due to the violations, you must send us a corrective action plan by 12/28/2023. 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.
- 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, Sara Schalk at (231) 340-2730 or schalks@michigan.gov. In the event that Sara Schalk is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Sara Schalk, Licensing Consultant

Enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
CHILD CARE LICENSING BUREAU**

Report Type: Special Investigation Report

Date of Report: 12/5/2023

Special Investigation Number	Complaint/Incident Receipt Date
SI-00079467	10/03/2023
Investigation Initiation Date	Report Due Date
11/13/2023	//
License Number	Licensee Name(s)
DC540405372	Clubhouse Childcare Services LLC
Facility Name	Licensee Designee(s)
Huntesy's Clubhouse	Jessica Marie Regan
Program Type	Central Administrator(s)
Center	
Capacity	Program Director(s) Name
111	Jessica Marie Regan Qualifications: Date PD Approved:
Facility Address	Mailing Address
14514 220th Ave, Big Rapids, MI, 49307	10565 Northland Drive, Big Rapids, MI, 49307
Facility Phone Number	Facility Email Address
2312772716	hello@hunteysclubhouse.com
Original License Issuance Date	License Status:
2/5/2021	Regular
License Effective Date:	License Expiration Date:
8/5/2023	8/4/2025

ALLEGATION(S)

	Violation Established?	
Child care staff members (CCSM) did not provide appropriate care and supervision when Child A (female 3 years) was left unattended in the outdoor play area.	Yes	

METHODOLOGY

Date	Activity
11/13/2023	Special Investigation Case Created SI-00079467
10/6/2023	Special Investigation Initiated via On-site Interview with Program Director, Jessica Regan. Obtained attendance sheets, child information cards, and reviewed staff files.

	11:00am-12:00pm
10/6/2023	Contact – Phone Call Made Interview with Child A's Mother and Father
12/4/2023	Contact – Phone Call Made Interview with CCSM 1.
12/4/2023	Contact – Phone Call Made Spoke with Child C's Mother, Child D's Mother, Child E's Mother and Child F's Mother.
12/4/2023	Contact – Phone Call Made Attempted contact with CCSM 2. No answer. Left message.
12/4/2023	Exit Conference With program director, Jessica Regan.

ALLEGATION: Child care staff members (CCSM) did not provide appropriate care and supervision when Child A (female 3 years) was left unattended in the outdoor play area.

INVESTIGATION:

On 10/04/2023, I received a complaint stating that on 10/02/2023 Child A (female, age 3) was left alone, unsupervised in the outdoor play area. I had also received an incident report from program director, Jessica Regan, on 10/03/2023 regarding the incident.

On 10/06/2023, I spoke with Child A's Mother and Father. Child A also has a sibling, Child B, that attends Huntley's Clubhouse School Age program next door. On 10/02/2023, both Child A's Mother and Father came to pick up Child A and Child B. Child A's Mother went to the school age building to pick up Child B. Child A's Mother did not see anyone in the outdoor play area (which is between both buildings and partially visible from the parking lot) when she went in to get Child B. When Child A's Mother walked out of the building, she heard and saw Child A crying in the outdoor play area. Child A's Mother went into the play area and was able to comfort her. Child A was the only child in the play area, and there were no CCSMs with her. Around that same time, Child A's Father as well as a CCSM (unknown who) entered the outdoor play area from the center. Child A's Mother took Child A to the car to comfort her.

Child A's Father stated that when he went to get Child A, he entered the facility through the main entrance. He initially went to Child A's classroom which is the 3-year-old room. There was no one in there, so he went to the 4-year-old classroom. It is not uncommon for Child A not to be in the 4-year-old classroom as they often combine with the 3-year-old classroom at the end of the day. Child A's Father looked in the 4-year-old room and did not see Child A. CCSMs also could not locate Child A. Child A's Father then began looking throughout the building and could not find Child A. He went out a side door that led to the outdoor play area, and he saw that Child A's Mother had found Child A. Child A's Father was unsure of the time frame from when he entered the building to when he saw Child A, but estimates it was less than 5 minutes.

Child A is typically picked up between 4:30pm-5:00pm. Most days at pick up the children are outside. Parents can pick up children from the outdoor play area if that is where they are located when a parent picks up.

After locating Child A in the outdoor play area unsupervised, Child A's Father spoke to program director Jessica Regan stating it was unacceptable that CCSMs did not know where Child A was. Child A's Father was later notified that both CCSMs in charge of the classroom that Child A was in have been terminated.

On 10/07/2023, I completed an onsite inspection regarding the complaint received. Program director, Jessica Regan stated that she was not a witness to the incident, however she heard that Child A was left in the outdoor play area unsupervised, initially from Child A's Father, who was upset that none of the CCSMs could find Child A when he came to get Child A. Jessica Regan stated that Child A is in the 3-year-old preschool room, however due to numbers, they often combine with the 4-year-old preschool room at the end of the day. Child A's classroom was outside for outdoor play. CCSM 1 and CCSM 2 were outside with the children. The children then lined up and were brought inside. Child A was left outside.

Jessica Regan explained that center policy states that CCSMs are to count the children in line when they are outside, and then count once again when they are inside. There are also "count your kids" signs on the doors as a reminder. I verified in the staff handbook the policy regarding counting children, and also verified that both CCSM 1 and CCSM 2 signed a document stating that they had received and were aware of the counting policy when going in and outside. Jessica Regan stated that both CCSM 1 and CCSM 2 were responsible for counting children when transitioning from outdoors to indoors. After the incident, CCSM 1 told Jessica Regan that CCSM 1 counted the children, however CCSM 1 thought that Child A had been picked up from a parent in the outdoor play area. Jessica Regan reported that CCSM 1 did not check the ProCare app (used for attendance) for verification.

Jessica Regan is unsure how long that Child A was outside unattended alone and was unable to give an estimated time since she was unsure of when the children were brought inside that day. Jessica Regan stated that the classroom typically goes outside around 3:30 or 4:00pm. The duration of the time spent outside depends on the weather. On 10/02/2023, it was brought to Jessica Regan's attention at approximately 5:10pm that Child A had been left outside. Child A was in the large, fenced in play area. Jessica Regan stated that they do have ratio sheets where children are supposed to be counted every hour, however CCSMs have not been keeping up on those. Jessica Regan provided me with a ratio sheet that was completed in the classroom on 10/02/2023, that had not been updated. She also provided a copy of the ratio sheets that are currently being used, where children are accounted for every hour indicating where they are or which classroom the child is in.

At pick up time, if children are outside for outdoor play, parents are supposed to enter through the main/front entrance, sign their child out, and then walk through the building to an outdoor exit to get their child. However, often parents will pick up directly from the outdoor play area, and this has been allowed. If parents pick up outdoors and a parent has not signed them out, CCSMs are supposed to sign the child out.

On 12/04/2023, I spoke with CCSM 1. CCSM 1 is no longer employed at the facility and confirmed that she and CCSM 2 were terminated following Child A being left unsupervised. CCSM 1 confirmed that she was working on 10/02/2023, when Child A was left unattended in the outdoor play area. CCSM 1 stated that she arrived in Child A's classroom in the afternoon. CCSM 1 does not typically work in that classroom, although she has been in that classroom before. CCSM 1 stated that because that was not her normal room, she was not familiar with most of the children, and said the classroom does not have stability with CCSMs. CCSM 1 stated that when she arrived in the afternoon, ratio books had not been done during the day and were not up to date. CCSM 2 arrived in the room after working in a different room prior. During outdoor play, some parents were picking up their children directly from the outdoor play area, however, were not signing their children out through the ProCare app. When it was time to go inside, the ProCare app was showing that there were 9 children present, however CCSM 1 only counted 6 children. Since CCSM 1 was not familiar with a lot of the children, CCSM 1 knew that the Procare App was not accurate, however was not sure which children were still present when they lined up to go inside. CCSM 1 reports that she did a "sweep" of the outdoor play area and cleaned up items. CCSM 2 also did a visual "sweep" of the outdoor play area, prior to bringing the kids inside. There was a third CCSM outside, however that CCSM was in training and did not do a sweep of the play area. Once inside, CCSM 1 assisted with getting the children their snacks, and then went to Jessica Regan's office to talk about an incident that happened prior that day. It was at that time that CCSM 1 learned that Child A had been left out on the play area alone. CCSM 1 estimates that Child A was outside unsupervised for 5 minutes. CCSM 1 believes that Child A may have been laying down in a playhouse when she and CCSM 2 did a visual sweep of the outdoor play area.

I spoke with Child C's Mother, Child D's Mother, Child E's Mother, Child F and Child G's Mother. None of the parents had any concerns regarding care and supervision of their children while at the center.

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:	CCSMs did not provide appropriate care and supervision to Child A, when Child A was left outside in the outdoor play area

	without a staff member present. Child A's whereabouts were not known when Child A's Father came to pick Child A up.
CONCLUSION:	Violation Established

BUREAU RECOMMENDATION

Bureau Recommendation
Upon receipt of an acceptable corrective action plan, I recommend the issuance of a 1 st provisional license.

Approved By:			
<i>Sara Schalk</i>	12/07/2023	<i>Charnell Lennox</i>	12/08/2023
Sara Schalk Consultant	Date	Charnell Lennox Area Manager	Date