



STATE OF MICHIGAN
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 LANSING

GRETCHEN WHITMER
 GOVERNOR

ORLENE HAWKS
 DIRECTOR

May 22, 2023

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

RE: License #: DC540407149
 Investigation #: 2023D1080009
 Huntley's Clubhouse Morley

Dear Ms. Mallory:

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 400.8330 (18)(b) Food services and nutrition generally.

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

- I interviewed the program director/ licensee designee, child care staff members, and parents.
- I completed on-site inspections on the following dates: 04/06/2023.

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,

Amanda Wendell

Amanda Wendell, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30837
Lansing, MI 48909
(231) 492-5410

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC540407149
Investigation #:	2023D1080009
Complaint Receipt Date:	04/05/2023
Investigation Initiation Date:	04/05/2023
Report Due Date:	06/04/2023
Licensee Name:	Clubhouse Childcare Services LLC
Licensee Address:	10565 Northland Drive Big Rapids, MI 49307
Licensee Telephone #:	Unknown
Administrator:	Crystal Mallory, Designee
Licensee Designee:	Crystal Mallory, Designee
Name of Facility:	Huntley's Clubhouse Morley
Facility Address:	4727 Hunters Ct Morley, MI 49336
Facility Telephone #:	(231) 856-3436
Original Issuance Date:	05/28/2021
License Status:	REGULAR
Effective Date:	11/08/2021
Expiration Date:	11/07/2023
Capacity:	90
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
An infant was fed an expired bottle.	No

III. METHODOLOGY

04/05/2023	Special Investigation Intake 2023D1080009
04/05/2023	Special Investigation Initiated - Telephone Interview with Child A's Mother
04/06/2023	Inspection Completed On-site 1:30 P.M – 3:00 P.M. Interviews with licensee designee/program director Ms. Crystal Mallory and Child Care Staff Member 2
05/17/2023	Contact - Telephone calls made Interview with Child Care Staff Member 1, Child B's Mother, and Child C's Mother
05/17/2023	Exit Conference with Ms. Mallory Received documentation of primary caregiving assignments
05/22/2023	Contact – Telephone call received Interview with CCSM3

ALLEGATION: An infant was fed an expired bottle.

INVESTIGATION: On 04/05/2023, I received a complaint alleging that Child A (male, 2 months) was fed an expired bottle and center staff lied to Child A's Mother about it.

Child A's Mother reported that on the morning of 03/23/2023 she dropped Child A off at the center with extra bottle containing 3 oz. of breastmilk. He had been hungry at home, so she made him an additional bottle. She told staff that the bottle needed to be dumped out at 9:00 A.M. According to the Procure system, Child A was given 4 oz. of breastmilk at 10:47 A.M. When Child A's Mother picked up Child A that afternoon, she noticed that there was more milk left over than she was expecting. She asked if the partial bottle from the morning had been dumped out and was told it was. Child A's Mother reported that she sends fresh breastmilk daily in labeled

bottles and keeps a supply of frozen breastmilk at the center. When she picked up Child A, one of the 8 oz. bottles that was sent that day appeared to be missing 1 oz. According to Procure, Child A was fed two bottles that day. Child A's Mother believes that Child A was fed the 3 oz. bottle from the morning with an additional ounce added at 10:47 A.M. She contacted the licensee designee/program director Ms. Crystal Mallory. Ms. Mallory talked to staff and then informed Child A's Mother that Child A had been given one 8 oz. bottle from the freezer. She reported that if they used a bag from the freezer, she should have eight bags of frozen breastmilk in the freezer and she currently has nine bags in the freezer. Ms. Mallory told Child A's Mother that a staff member who left around 10:00 A.M. said that she personally dumped the bottle out. Child A's Mother stated that the missing milk is too much of a coincidence for her to be wrong.

On 04/06/2023, I completed an onsite inspection. I spoke with licensee designee/program director Ms. Crystal Mallory. She reported that parents provide prepared bottles for their children and can also bring in frozen breastmilk. Bottles go in the refrigerator and frozen breastmilk is stored in the freezer. Once they are warmed, bottles must be fed within an hour or else they are dumped out. Staff write the time a bottle is heated on the bottle so that they know when to dump it out. Child A's Mother brings fresh milk daily but also keeps some bags in the freezer. Ms. Mallory was out the day of the alleged incident, but Child A's Mother called her concerned that Child A had been fed an expired bottle. Ms. Mallory talked to the child care staff members in the room. Child Care Staff Member 1 (CCSM1), who left at 10:45 A.M. that day, reported that she dumped it out before she left. Child A was dropped off that morning at 8:00 A.M. He was asleep, so he was laid down in a crib. The bottle was dumped at 9:00 A.M., as requested, and Child A woke at 10:00 A.M. Ms. Mallory said that CCSM3 prepared Child A's next bottle that day; CCSM3 no longer works at the center. She told Ms. Mallory that she did not know that Child A had fresh milk, so she used a bag of frozen milk.

While present at the center, I observed dated and labeled bottles in the refrigerator. I saw that Child A had nine labeled bags of breastmilk in the freezer.

I interviewed CCSM2. She arrived at the center around 10:30 A.M. on the day in question to take over for CCSM1. She did not have any knowledge of the bottle needing to be dumped out or of it being dumped out. She did not speak with Child A's Mother. She did not know who fed Child A his bottle that day, as there was nothing remarkable to her to make it stand out. CCSM2 reported that all bottles are labeled with the child's name and the date. There is a schedule posted in the classroom of when children should be fed, and all feedings are logged in Procure.

Ms. Mallory provided me with Child A's Procure printout for 03/23/2023. It showed that he was signed in at 7:55 A.M., napped from 8:00 A.M. until 10:00 A.M., drank 4 oz. at 10:47 A.M., and napped again at 11:02 A.M. He drank a total of two 4 oz. bottles that day.

As she was not present on the day of my onsite inspection, I interviewed Child Care CCSM1 over the telephone. She reported that she was the one who dumped Child A's bottle on the day in question. When Child A's Mother dropped him off, she said that his bottle was good until 9:00 A.M. Staff put the bottle in the refrigerator and, when he was still asleep at 9:00, CCSM1 dumped the bottle out. She did not record it in Procure because they were just getting used to the new system. She stated that she learned her lesson and records everything now.

CCSM3 no longer works at the center but remembered caring for Child A. She recalled thawing out a bag of frozen breastmilk for him. This was the only time she prepared a bottle because she had just completed orientation. She made sure she followed the proper procedures. After she thawed the bottle, another staff member asked if he had any milk in the refrigerator and she said she did not know that fresh milk was also sent in for him. She stated that she did not think he got any expired milk that day because she prepared his bottle shortly after he woke up.

Child B's Mother reported that she brings premade bottles of formula in the morning. She denied any concerns regarding how much is being fed to Child B or how much is left at the end of the day. She reported that the amount logged in Procure always seems to match what is left at the end of the day. She denied any concerns with the center in general.

Child C's Mother reported that she sends premade bottles. She denied any concerns about the bottles or feeding. She reported that staff are very particular about recording the times and amounts of feeding. Staff currently use Procure and previously used Brightwheel. The apps are always accurate as to what was sent in the morning and what was returned home in the evening.

APPLICABLE RULE	
R 400.8330	Food services and nutrition generally.
	(18) The contents of a bottle or beverage container must be discarded if any of the following apply: (b) The bottle or beverage container has been used for feeding for a period that exceeds 1 hour from the beginning of the feeding.
ANALYSIS:	There is not evidence to support the allegation that a bottle was fed to an infant more than one hour from the beginning of the feeding.
CONCLUSION:	VIOLATION NOT ESTABLISHED

Note: In my interview with her, Child A's Mother also denied knowing who the lead caregiver in the classroom is and said that there was a staff member she is not familiar with at pickup on the day in question. She denied that Child A has a primary caregiver or that she has a "go to" person.

I asked Ms. Mallory about this, and she said that lead and primary caregiving assignments are posted inside and outside the infant room where parents can see them. She provided me with photographs of both of these postings.

IV. RECOMMENDATION

I recommend this investigation be closed with no change to the status of the license.

Amanda Wendell

05/22/2023

Amanda Wendell
Licensing Consultant

Date

Approved By:

Candice Case-French

05/22/2023

Candice Case-French
Area Manager

Date