

3/28/2024

Marcy Kristine Young
West Midland Family Center
4011 W Isabella Road,
Shepherd, MI, 48883

License Number: DC560018366
Special Investigation Number: SI-00118410

Dear Ms. Young,

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.

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

- I interviewed the program director/licensee designee, child care staff members, lead caregivers and parents.
- I completed on-site inspections on the following dates: 1/31/2024

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.

Due to the violations, you must send us a [corrective action plan](#) by 4/16/2024. You can use our corrective action plan form or create your own.

If you need help writing the corrective action plan, please contact licensing consultant Mary Smith at (989) 780-0924 or smithm33@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.	☐	☒
A rule or law violation was found and abuse and/or neglect of a child occurred.	☐	☒

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, Mary Smith at (989) 780-0924 or smithm33@michigan.gov. In the event that Mary Smith is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Mary Smith, Licensing Consultant

Enclosure

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

Report Type: Special Investigation Report

Date of Report: 3/28/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00118410	1/24/2024
Investigation Initiation Date	Report Due Date
2/1/2024	4/1/2024
License Number	Licensee Name(s)
DC560018366	West Midland Family Center
Facility Name	Licensee Designee(s)
West Midland Family Center	Marcy Kristine Young
Program Type	
Center	
Capacity	
250	
Facility Address	Mailing Address
4011 W Isabella Road, Shepherd, MI, 48883	4011 W Isabella Road, Shepherd, MI, 48883
Facility Phone Number	Facility Email Address
9898323256	youngm@wmfc.org
Original License Issuance Date	License Status:
10/10/1983	Regular
License Effective Date:	License Expiration Date:
5/20/2022	5/19/2024

ALLEGATION(S)

	Violation Established?	
On 1/24/2024, Child A (male, age one) was burned on his right leg when hot tea spilled onto his leg from Child Care Staff Member (CCSM) 1's cup that tipped over onto Child A.	Yes	

METHODOLOGY

Date	Activity
1/30/2024	Special Investigation Case Created SI-00118410
1/30/2024	Special Investigation Initiated via Phone Call Telephone call made to assigned consultant Mike Skoneiczny - interview conducted.
1/31/2024	Inspection Completed On-Site

	Onsite inspection completed by Mary Smith (4:00 pm – 5:30 pm)
1/31/2024	Contact – Face to Face Interview conducted with receptionist at front desk
1/31/2024	Contact – Face to Face Interview conducted with Child Care Staff Member 2
1/31/2024	Contact – Face to Face Interview conducted with Child Care Staff Member 3
1/31/2024	Contact – Face to Face Interview conducted with Lead Caregiver 1
1/31/2024	Contact – Face to Face Interview conducted with Child Care Staff Member 1
2/1/2024	Contact – Phone Call Received Received voice mail message from Program Director/Licensee Designee requesting a return phone call
2/1/2024	Contact – Phone Call Made Attempted phone call made to Program Director/Licensee Designee and there was no answer. Voice message left requesting a return call
2/2/2024	Contact – Phone Call Received Telephone call received from Program Director/Licensee Designee - interview conducted
2/2/2024	Contact – Phone Call Made Attempted telephone call made to Child A's father - no answer - voice mail full – unable to leave message
2/15/2024	Contact – Phone Call Made Telephone call made to Child A's father - interview conducted
2/20/2024	Contact – Phone Call Made Telephone call made to Child A's mother - interview conducted
3/27/2024	Exit Conference

	Exit conference held via telephone with Program Director/Licensee Designee
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ALLEGATION: On 1/24/2024, Child A (male, age one) was burned on his right leg when hot tea spilled onto his leg from Child Care Staff Member (CCSM) 1's cup that tipped over onto Child A.

INVESTIGATION:

On 1/20/2024, I contacted the assigned child care consultant Mike Skonieczny and an interview was conducted to gather additional information. Per Mr. Skonieczny the center has not reported any injury or accident involving Child A.

On 1/31/2024, I conducted an unannounced onsite inspection at West Midland Family Center. The program director nor the licensee designee, Marcy Kristine Young, were present at the center at this time. I was referred to Infant 2 Room.

I then met with Lead Caregiver 1 and an interview was conducted. On 1/20/2024, the Lead Caregiver 1 was present in the Infant 2 Room where the injury occurred. The child care staff members were getting the children up from nap time and they were also doing diapering at the time of the injury. Child A had been diapered and had his hands washed and the Child Care Staff Member 1 placed Child A in the feeding table. Shortly after Child A was placed in the feeding table, they heard Child A crying and Lead Caregiver 1 noticed Child A had grabbed Child Care Staff Member 1's cup of tea and it had spilled onto Child A's leg. Several child care staff members assisted in caring for Child A's injuries by providing comfort and a cold compress to the injury. Another child care staff member contacted Child A's father who works at the center and he came to the room and checked on Child A. Child A's father gave Child A some Tylenol at the request of Child A's mother who is a nurse. The cup of tea did have a lid however the lid fell off when Child A grabbed the cup and it fell over. Despite Child A having a minor burn to his leg, Child A did not have to seek medical attention. The child care staff members kept a cold compress on Child A's leg until he was picked up around 4:30 pm by his mother. By the time Child A left for the day the red mark had nearly gone away.

I then met with Child Care Staff Member 2 and an interview was conducted. On 1/20/2024, Child Care Staff Member 2 was assisting with changing diapers and getting ready to prepare for snack time at the time of the injury to Child A. Child Care Staff Member 2 was walking to the sink to wash her hands after diapering when she heard a "boom" and Child A began crying. There was warm tea all over the feeding table as the lid to the cup came off when it tipped over. The cup of tea belonged to Child Care Staff Member 1. Child A was picked up by Child Care Staff Member 1 who took his clothing off to view the injury. They noticed Child A's leg was red where the hot liquid had spilled on him. Child Care Staff Member 2 took Child A and held him providing emotional support and comfort. They placed a cold compress on his leg for over ten minutes until he stopped crying. Child Care Staff Member 1 also held Child A and provided emotional support and comfort and eventually he stopped crying. Child Care Staff Member 1 notified Child A's father who is employed at the center and he came to the room and

checked on Child A. Child A's father looked Child A over and said it looked like he would be fine and he came back about ten minutes later and gave Child A some Tylenol. The child care staff members kept Child A's clothes off except for his diaper until the redness was gone. Child A's father informed them that if the burn began to blister to contact him and he would take Child A for medical attention. The burn never blistered and the redness began to fade. The injury happened at approximately 2:15 pm and Child A was picked up by his mother and father at approximately 4:30 pm. Child A's mother is a nurse and she took him to the bathroom and checked him over upon her arrival to the center. The parents reported they did not have to seek medical attention for Child A as the burn did not blister and Child A's mother knows how to care for the injury. Child A still attends the center and is present on this date.

I then met with Child Care Staff Member 3 and an interview was conducted. On 1/24/2024, Child Care Staff Member 3 was not present in the room when the injury occurred however arrived shortly afterwards. Child care staff members were getting ready to serve snack and appeared to be panicked when she entered the room. Child A was being provided first aid by Child Care Staff Member 2 and Child Care Staff Member 1 contacted Child A's father immediately. Child Care Staff Members kept a cold compress on Child A's leg and kept checking on Child A to ensure the burn was not turning into a blister. Child A's father did come and check on Child A and later returned with Tylenol which he gave to him. Child A usually is picked up around 5:30 pm however Child A's mother arrived around 4:30 pm and took Child A to the bathroom and checked him out before leaving with him for the day. The red mark did eventually fade before Child A left for the day.

I then met with Child Care Staff Member 1 and an interview was conducted. On 1/24/2024, the caregivers were changing diapers, doing handwashing, and putting away cots when she heard a "crash sound" and looked over to the feeding table and noticed her metal cup with warm tea had spilled and the lid came off. The tea had spilled all over the table and down the right leg of Child A. Child A was picked up immediately and his clothing was removed. A cold compress was applied to Child A's leg. Child Care Staff Member 1 and Child Care Staff Member 2 provided emotional support and comfort to Child A. Child A only cried briefly and once he was picked up, he stopped crying. Child Care Staff Member 1 contacted Child A's father who is employed at the center and he came to the room and checked on Child A. About ten minutes later Child A's father came back and gave Child A Tylenol at the advice of Child A's mother who is a nurse. Child Care Staff Member 1 completed a "Boo Boo Report" which was provided to the parents. Child A was picked up by his parents around 4:30 pm and the red mark had faded. Child Care Staff Member 1 is no longer placing her cup on the feeding table and is now keeping the cup on the back counter.

I was provided a copy of Child A's child information card and a copy of the Boo Boo Report. The Boo Boo Report states "On 1/24/24 at 2:15 pm" Child A "grabbed a cup of warm/hot liquid, spilling it on himself. (His right leg) making his leg a light pink. This is what we did: took clothes off and put cool/cold wash cloth on his leg".

On 2/01/2024 I received a voice mail message from the Licensee Designee, Marcy Young requesting a return phone call.

On 2/01/2024, I attempted to contact the Licensee Designee, Marcy Young and there was no answer. A voice mail message was left requesting a return phone call.

On 2/02/2024, I received a phone call from the Licensee Designee, Marcy Young and an interview was conducted. Lead Caregiver for the Infant 2 Room (Brown Bear Room 205) notified her of the injury to Child A on the date of the injury. Child A's father was notified immediately and he came and checked on Child A within minutes after the injury occurred. Within two hours of the injury the redness faded. Child A is still attending the center and has no scars from the injury. Child A did not have to seek medical attention.

On 2/02/2024, I attempted to contact Child A's father and there was no answer. The voice mail was full and a voice mail message was unable to be left.

On 2/15/2024, I contacted Child A's father by telephone and an interview was conducted. On 1/24/2024, he received a telephone call that Child A had been injured. He is employed at the center and was able to immediately go to the room and check on Child A. Child A had a burn to his right leg and the child care staff members had a cold wash cloth on his leg. Child A was given Tylenol at the advice of Child A's mother as she is a nurse. Prior to this injury he had no concerns for the quality of care provided to Child A at the center. Child A's parents did not have to seek medical attention for Child A as Child A's mother was able to provide medical attention in the home. Child A's injury did heal and did not leave a scar. Child A is still attending child care at the center. Child A's father did request that I contact his wife for more information.

On 2/15/2024, I attempted to contact Child A's mother by telephone and there was no answer. A voice mail message was left requesting a return phone call.

On 2/20/2024, I received a telephone call from Child A's mother and an interview was conducted. They did not have to seek medical attention for Child A's injury as she is a nurse and she was able to provide medical attention at home. The burn has since healed and there is no scar. There is concern that Child A had access to a hot liquid and that the injury could have been prevented had he not had access to the hot liquid. There had never been any concerns for the quality of care provided prior to this injury. Child A and Child B (female, age one) still attend the child care center.

On 3/27/2024, I contacted Licensee Designee, Marcy Young by telephone and an exit conference was held. Per the corrective action plan agreement child care staff members will no longer have hot liquids in the classrooms and all hot liquids will be consumed in the staff break room.

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:	Licensee Designee, Marcy Young failed to ensure that child care staff members provided appropriate care and supervision on 1/24/2024, when Child A was burned by hot liquid from Child Care Staff Member 1's tea that spilled onto his right leg. The cup of tea was left on the feeding table that Child A had been placed into and left unattended. The cup of tea was within Child A's reach and he grabbed the cup and when the cup fell over the lid fell off, causing the liquid to burn his leg.
CONCLUSION:	Violation Established

Approved By:**Mary Smith**
Consultant**Date 3/28/2024****Rose A. Rafferty**
Area Manager**Date 3/28/2024**