



GRETCHEN WHITMER  
GOVERNOR

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

Michelle Richard  
ACTING DIRECTOR

**REVIEWED FOR REDACTIONS**

4/21/2024

Little Dreamers Daycare LLC  
1906 Mills Ave,  
North Muskegon, MI, 49445

License Number: DC610408018  
Special Investigation Number: SI-00080780

Dear Little Dreamers Daycare LLC,

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)(c)	Restricting a child's movement by binding or tying him or her.

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

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

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

Rule/Law Number	Rule Description
R 400.8158(2)(b)	An incident involving an allegation of inappropriate contact.

Due to the violations, you must send us a [corrective action plan](#) by 5/12/2024. 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 Tarah Okarski at (616) 916-2490 or okarskit@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.

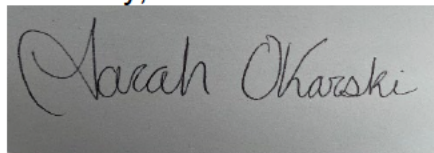
<b>During this special investigation:</b>	<b>Yes</b>	<b>No</b>
A rule or law violation was found and a serious injury or death occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A rule or law violation was found and abuse and/or neglect of a child occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

You will be sent two copies of this report. One is **not for public disclosure** and one is a **redacted report**.

- The report marked **not for public disclosure** is for your records only. This copy may contain legally protected information. It must not be placed in your licensing notebook.
- The report marked **redacted report** may have some legally protected information blacked out. If you do not have internet available for online review, **redacted report** and any related corrective action plans must be filed in your licensing notebook. The **redacted 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, Tarah Okarski at (616) 916-2490 or okarskit@michigan.gov. In the event that Tarah Okarski is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Tarah Okarski, Licensing Consultant

Enclosure

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

**Report Type:** Special Investigation Report

**Date of Report:** 4/21/2024

<b>Special Investigation Number</b>	<b>Complaint/Incident Receipt Date</b>
SI-00080780	12/11/2023
<b>Investigation Initiation Date</b>	<b>Report Due Date</b>
12/18/2023	//
<b>License Number</b>	<b>Licensee Name(s)</b>
DC610408018	Little Dreamers Daycare LLC
<b>Facility Name</b>	<b>Licensee Designee(s)</b>
Little Dreamers Daycare LLC	Jennifer Elizabeth Bogue-Courter
<b>Program Type</b>	<b>Central Administrator(s)</b>
Center	
<b>Capacity</b>	<b>Program Director(s) Name</b>
22	Jennifer Elizabeth Bogue-Courter <b>Qualifications:</b> R 400.8113(7)(f) (9). <b>Date PD Approved:</b> 2022-08-15
<b>Facility Address</b>	<b>Mailing Address</b>
1906 Mills Ave, North Muskegon, MI, 49445	1906 Mills Ave, North Muskegon, MI, 49445
<b>Facility Phone Number</b>	<b>Facility Email Address</b>
2317476215	littledreamersdaycare@comcast.net
<b>Original License Issuance Date</b>	<b>License Status:</b>
1/4/2022	Regular
<b>License Effective Date:</b>	<b>License Expiration Date:</b>
7/4/2022	7/3/2024

**ALLEGATION(S)**

	<b>Violation Established?</b>	
Child A (male, age 4) was physically disciplined by CCSM 4 and CCSM5. Jennifer Bogue-Courte knew about these incidents and neither incident was reported to the parents.		No
Additional Finding:	Yes	
Jennifer Bogue-Courte restrains Child B (female, age 4) during nap time so she does not get up.		No

## METHODOLOGY

Date	Activity
12/18/2023	Special Investigation Case Created SI-00080780
12/12/2023	Special Investigation Initiated via On-site from 2:02 pm-3:26 pm with Michigan Department of Health and Human Services (MDHHS) worker Jesus Garcia.
12/12/2023	Contact- Phone call to CCSM 6
1/4/2024	Contact-Document Received Email from Jesus Garcia
1/9/2024	Contact-Phone call to Jesus Garcia
1/10/2024	Contact-Phone call to CCSM 8
1/12/2024	Contact-Document Received Report from Jesus Garcia
03/27/2024	Exit Conference: Spoke with Jennifer Bouge-Courter

**ALLEGATION:** Child A (male, age 4) was physically disciplined by CCSM 4 and CCSM5. Jennifer Bouge-Courte knew about these incidents and neither incident was reported to the parents.

### INVESTIGATION:

On 12/12/23 I received a complaint that Child A was physically disciplined by two child care staff members at Little Dreamers child care center and the parents were never notified. I spoke with Michigan Department of Health and Human Services (MDHHS) worker Jesus Garcia, as he was also assigned the complaint. We agreed to meet at the child care center that afternoon.

Jesus Garcia and I completed an onsite at the child care facility, during our onsite we spoke with licensee designee and program director Jennifer Bogue-Courter, child care staff member 1 (CCSM 1), child care staff member 2 (CCSM 2) and child care staff member 3 (CCSM 3).

Jennifer Bouge-Courter was read the allegations by Jesus Garcia, we then asked Jennifer Bouge-Courter if Child A was enrolled at the child care and if the two previous child care staff members listed in the allegations were employed. Jennifer Bouge-Courter indicated that Child A and his brother were enrolled at the center until March of this year she believed. She also advised that both previous staff members worked at the center for a short period of time. First, we walked through the allegation that Child

Care Staff Member 4 (CCSM 4) grabbed Child A by the arm and squeezed so hard that she left finger marks on his arm and forcefully made him sit down after being frustrated with his behaviors. This incident was observed by another child care staff member that previously worked at the facility. Jennifer Bouge-Courter stated that she had a child care staff member employed at the facility on 5/11/23-5/26/23 by the name CCSM 4. She was not aware of anytime that CCSM 4 grabbed Child A by his arm and left a mark, if she did, she would have called MDHHS. CCSM 4 was let go from her position at the center for not upholding the positive discipline method she requires child care staff members to use; CCSM 4 often yelled at the children and even after being redirected on more than one occasion CCSM 4 would not adapt to the recommendations she gave her to get on the child's level and speak in a calm manner. Jennifer Bouge-Courter stated CCSM 4 was in the Big Dippers classroom as an assistant and CCSM 1 was her lead caregiver. As the conversation progressed Jesus Garcia clarified that Jennifer Bouge-Courter did not know about CCSM 4 physically grabbing Child A, she then stated she did not think so.

Jesus Garcia and I spoke with Jennifer Bouge-Courter in regards to another incident that was part of the allegations, CCSM 5 grabbed Child A's arm out of frustration with his behaviors as well. Jennifer Bouge-Courter stated that she did recall this incident, that CCSM 5 was outside as well as Child A. Jennifer Bouge-Courter recalled being told by another staff member that CCSM 5 grabbed Child A's arm and yelled at him after he kicked him in his testicles. She then pulled CCSM 5 into her office and asked him about the incident telling him that she wasn't sure if working in child care was a good idea because it did not seem like he could control his emotions when he was frustrated with children. CCSM 5 agreed that child care was not a place for him and he quit at that time. Jennifer Bouge-Courter did not recall if she told Child A's Mother about CCSM 5 grabbing Child A's arm and yelling at him because it was over a year ago.

CCSM 1 stated she worked at the daycare when CCSM 4 and CCSM 5 worked there. CCSM 1 said CCSM 5 was awkward and quiet. CCSM 1 advised that CCSM 4 was not friendly and would constantly yell at the children when redirecting them instead of using positive language. CCSM 1 denied seeing CCSM 4 or CCSM 5 physically discipline any of the children but heard through the rumor mill that they both grabbed Child A's arm on different occasions. CCSM 1's understanding is that "Jen nipped it in the butt" and they were let go. When asked to explain further what she meant by Jen nipping it in the butt, she said that she heard from Jennifer Bouge-Courte that CCSM 5 was let go from the child care because he grabbed a child's wrist when he was upset. CCSM 1 was not informed why CCSM 4 was let go from the child care. CCSM 1 was asked about Child A. CCSM 1 said Child A displayed behavioral issues such as spitting, biting, and hitting others when he got upset. CCSM 1 did not witness any staff member be physical with Child A.

Jesus Garcia and I spoke with CCSM 2 and CCSM 3, however; neither of them had worked at the child care long enough to know who CCSM 4 and CCSM 5 were. We reviewed the center's discipline policy with all staff, they all indicated that they use

redirection and getting down to their level to explain why they cannot act the way they are acting.

On 12/12/2024 Jesus Garcia and I spoke on the telephone with previous child care staff member, CCSM 6. CCSM 6 stated that she worked at the child care facility previously. We asked her if she knew who CCSM 4 and CCSM 5 were, she stated that she did work with them. CCSM 6 stated that Child 4 was let go after she grabbed Child A's arm and yelled at him on the playground. She couldn't remember exactly who witnessed it happening but believed it was CCSM 7, who then told CCSM 8. Jennifer Bouge-Courte then fired CCSM 4 for this incident. CCSM 6 stated that something similar happened with CCSM 5 where he grabbed the arm of Child A and then yelled at him. CCSM 6 stated that no body told Child A's Mother which was concerning to her.

On 1/4/2024 I received an email from Jesus Garcia with the contacts he had with Child A and CCSM 5. Child A was not able to be forensically interviewed, so no information was gained from this contact in regards to the allegations. CCSM 5 explained to Jesus Garcia that when the children were playing outside in the gated playground one day, Child A started to kick him on the back of his legs. CCSM 5 spun around and told Child A not to kick him. CCSM 5 put his hands on Child A's shoulders and told him to stop. CCSM 5 grabbed Child A's hand to have him get in line because it was time to go inside the building. CCSM 5 denied squeezing Child A. CCSM 5 denied screaming at Child A. CCSM 5 said he believes a staff member CCSM 1 to him about how he grabbed Child A's hand. The day went on as normal, and CCSM 5 received a text message from Jennifer Bouge-Courte the director of the child care saying he did not need to come into work the next day but did not say why. Jennifer Bouge-Courte looked into the incident. Jennifer Bouge-Courte told CCSM 5 that Child A looked fine, and she did not see anything wrong with him. CCSM 5 said he was upset that he was being accused of hurting Child A and he fell into a depression. CCSM 5 decided that the job was not for him and quit. CCSM 5 was told by Jennifer Bouge-Courte that Child A was not injured and did not have any marks. Jennifer Bouge-Courte offered to talk to CCSM 5 about the incident. CCSM 5 was accused of leaving marks on Child A by the staff member either named [REDACTED]. Jennifer Bouge-Courte told CCSM 5 that no marks were seen on Child A. CCSM 5 does not remember the date of the incident, but he quit the following day.

I made contact with CCSM 8 on 1/10/2024 who stated that she had stopped working at the facility in May. I asked her if she knew of CCSM 4, she stated that she did. I asked if she witnessed an instance in which CCSM 4 grabbed Child A's arm, she stated that she did not witness it, but she did recall that after it occurred another child care staff member called her to tell her so she told Jennifer Bouge-Courte. She doesn't really know much about it but does remember Jennifer Bouge-Courte telling her that she fired CCSM 4 over the incident. I then asked her if she recalled an incident with CCSM 5 and she stated that she was in charge that day and that she saw CCSM 5 grab Child A's arm from the inside of the center looking outside. She could tell that CCSM 5 was doing it out of anger so she called to let Jennifer Bouge-Courte know. CCSM 8 was not

sure if Jennifer Bouge-Courte fired CCSM 5 or if he made the choice to leave but he no longer worked at the child care center after that day.

A pre-disposition conference was held on 1/9/2024 with Jesus Garcia and his supervisor, he stated he closed his case.

Jesus Garcia emailed a copy of his final report on 1/12/2024 that included contacts he had that I had not been part of; in reviewing the report it was found that Jesus Garcia spoke with Child A's Mother and Father who were not aware of either of the incidents in which Child A was grabbed by a child care staff member due to his behaviors. When Jesus Garcia asked Child A's Mother if she had any concerns with the child care facility she said that she never did when they were there but now she is worried about the other children there if these allegations are true.

Jesus Garcia spoke with CCSM 7 on 1/4/2024; during that conversation he learned that she worked at the child care center for just shy of a year and that during that time that she had witnessed CCSM 5 grab Child A by the wrist and twist his wrist which left red marks. This was brought to Jennifer Bouge-Courte's attention, and she said that it would be handled. Jesus Garcia confirmed that CCSM 7 had observed the red marks and that she had told Jennifer Bouge-Courte about them. She indicated this was correct.

During conversations with all child care staff members current and former, we asked what the discipline policy at the center was. All child care staff members indicated that they try to use positive reinforcement with the children and redirection. They get on the level of the children and try to talk with them about why they cannot do harmful behaviors. In a couple of our interviews there was indication that they use time out if needed, but it appeared to occur when the children are over the age of 3 years. There was one child care staff member that indicated Child A was put in time out when he was younger than 3, technical assistance was provided to Jennifer Bouge-Courte to remind her that timeouts cannot occur with children under the age of 3.

**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:	Child care staff members, previously and presently employed by the center, and Jennifer Bouge-Courte reported that CCSM 4 yelled at the children for discipline.
CONCLUSION:	<b>Violation Not Established</b>

**ADDITIONAL FINDING:**

**RULE/STATUTORY VIOLATIONS:**

APPLICABLE RULES	
R 400.8158(2)(b)	An incident involving an allegation of inappropriate contact.
ANALYSIS:	During the investigation it was found that Jennifer Bouge-Courte never informed the parents of Child A that there was inappropriate contact between child care staff members and Child A and that resulted in the child care staff member's employment being terminated.
CONCLUSION:	<b>Repeat Violation Established</b> <b>Reference:</b> Child Care Case Complaint: 1/12/2024 :Violation Established;

**ALLEGATION:** Jennifer Bouge-Courte restrains Child B (female, age 4) during nap time so she does not get up.

**INVESTIGATION:**

When interviewing CCSM 6 on 12/12/2023 Jesus Garcia and I asked if she had witnessed any staff members inappropriately discipline any of the children in care. She stated that Child B was non-verbal and had a hard time taking a nap so one day the child care staff members asked Jennifer Bouge-Courte come down to help. At that time, she put her legs over Child B's lower body to keep her on her mat. She does not recall how Child B reacted to this.

When interviewing Jennifer Bouge-Courte Jesus Garcia and I asked if Child B attended the child care, she stated that she was. Jesus Garcia explained that when talking with a previous child care staff member it was alleged that Child B was held down during naptime by Jennifer Bouge-Courte when she would not take a nap. Jennifer Bouge-Courte explained that Child B is on the autism spectrum and when she first started at the child care she was very scared to be there and would hit her head on the floor when they were lying down for nap. Staff from this room called her to come down and help; she explained that rocking and holding Child B would help because she did better with physical contact. After she didn't need to be held, she would lay on the mat but still have a hard time calming herself down, so on one occasion she placed her legs on Child B's legs so she had physical contact.

I spoke with Child B's Mother on 1/19/2024 in regard to the care her daughter receives at the child care facility. She stated when Child B started going to the child care facility she was very scared because she had never been away from her and everyone was new to her. She is on the autism spectrum and also had high levels of so she needs special care. I had explained that it had been reported that Jennifer Bouge-Courte had placed her legs on Child B while she was trying to fall asleep to help her be soothed, I

asked if she had any concerns with this action. She stated that this action by Jennifer Bouge-Courte would be something that would be helpful for her daughter and since she had made such large strides since starting there, she has zero concerns about the care she is provided there.

**RULE/STATUTORY VIOLATIONS:**

APPLICABLE RULES	
R 400.8140(2)(c)	Restricting a child's movement by binding or tying him or her.
ANALYSIS:	Child B has developmental needs that require help with stimulation and self regulation, Jennifer Bouge-Courte placed her legs over Child B to help her self-regulate.
CONCLUSION:	<b>Violation Not Established</b>

**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:			
			
Tarah Okarski	4/16/2024	Katrice Sweet	04/21/2024
<b>Consultant</b>	<b>Date</b>	<b>Area Manager</b>	<b>Date</b>