



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 11, 2023

Jennifer Bogue-Courter
Little Dreamers Daycare LLC
1906 Mills Ave
North Muskegon, MI 49445

RE: License #: DC610408018
Investigation #: 2023D0791013
Little Dreamers Daycare LLC

Dear Mrs. Bogue-Courter:

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:

R 400.8125(1) Staff; volunteer; requirements

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

- I interviewed the person who made the complaint, program director, licensee designee, child care staff members and parents.
- I completed an onsite inspection on 05/31/2023.

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

R 400.8125(1) Staff; volunteer; requirements

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 7/29/2023. 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 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,



Sara Schalk, Licensing Consultant
 Child Care Licensing Bureau
 611 W. Ottawa Street
 P.O. Box 30837
 Lansing, MI 48909
 (231)340-2730

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC610408018
Investigation #:	2023D0791013
Complaint Receipt Date:	05/25/2023
Investigation Initiation Date:	05/30/2023
Report Due Date:	07/24/2023
Licensee Name:	Little Dreamers Daycare LLC
Licensee Address:	1906 Mills Ave North Muskegon, MI 49445
Licensee Telephone #:	Unknown
Administrator:	Jennifer Bogue-Courter, Designee
Licensee Designee:	Jennifer Bogue-Courter, Designee
Name of Facility:	Little Dreamers Daycare LLC
Facility Address:	1906 Mills Ave North Muskegon, MI 49445
Facility Telephone #:	(231) 747-6215
Original Issuance Date:	01/04/2022
License Status:	REGULAR
Effective Date:	07/04/2022
Expiration Date:	07/03/2024
Capacity:	22
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child care staff members did not provide appropriate care and supervision when leaving children unattended in the Little Dippers room on 05/05/2023 and 05/23/2023.	Yes

III. METHODOLOGY

05/25/2023	Special Investigation Intake 2023D0791013
05/30/2023	Special Investigation Initiated - Telephone Interview with complainant
05/30/2023	Contact – Telephone call made Spoke with Child A's Mother
05/31/2023	Inspection Completed On-site Interview with Program Director, Jennifer Bogue-Courter, Child Care Staff Member (CCSM) 1 and CCSM 2. Obtained child information cards.
05/31/2023	Exit Conference with Jennifer Bogue-Courter
07/06/2023	Inspection Completed-BCAL Sub. Compliance

ALLEGATION: Child care staff members did not provide appropriate care and supervision when leaving children unattended in the Little Dippers room on 05/05/2023 and 05/23/2023.

INVESTIGATION: I completed an onsite inspection on 05/31/2023 and interviewed program director, Ms. Jennifer Bogue-Courter, CCSM 1 and CCSM 2.

Ms. Bogue-Courter Jennifer confirmed knowledge of the allegations of children being left unattended in the Little Dippers room on 05/05/2023 and 05/23/2023, although she was not aware of the incident on 05/05/2023, until 05/23/2023.

On 05/23/2023, Ms. Bogue-Courter was present in the building and was working in her office. CCSMs in the Little Dippers room informed her that Child A (female, 10

months) seemed to not be feeling well as she did not have much of an appetite, did not sleep well, and had vomited. CCSM 1 contacted Child A's parents to come pick Child A up. Ms. Bogue-Courter was not present at the time but was later told by CCSM 1 that Child A had been unattended in the Little Dippers room for a short period of time. It was reported to Ms. Bogue-Courter that CCSM 2 was outside in the play area, and CCSM 1 had brought three more children from the Little Dippers room outside to CCSM 2 and left Child A inside. Ms. Bogue-Courter believes that CCSM 1 did not bring Child A outside because Child A was not feeling well. While CCSM 1 was transitioning children from inside to the outdoor play area, Child A's Father came to pick Child A up and saw that Child A was unattended in the Little Dippers room. CCSM 1 told Ms. Bogue-Courter about the incident later that day.

Child A's Mother contacted Ms. Bogue-Courter and let her know her concerns regarding lack of supervision of Child A on 05/23/2023 as well as on 05/05/2023, when Child A's Mother observed Child A and three other children in the Little Dippers room to be unattended while CCSMs were behind closed doors. Child A's Mother informed her that she observed the children to be unattended, while CCSM 1 was in the kitchen with the door closed, and CCSM 3 was in the diaper changing area with the door closed. Both rooms are adjacent to the Little Dippers room. Ms. Bogue-Carter could not confirm the details of Child A's Mother's concerns on 05/05/2023 because her camera footage only goes back 7 days. She stated that if she had been made aware of those concerns, she would have addressed them immediately with her staff. Child care staff members are instructed to always close the kitchen door to prevent children from going in the kitchen area, unless they are eating in there. However, when staff are changing children in the sleeping/changing room, they are supposed to leave the door open so that they can supervise the children in the main area. Once Ms. Bogue-Courter found out that did not happen from Child A's mother, Ms. Bogue-Courter addressed it with her staff to help ensure it will not happen again. Ms. Bogue-Courter confirmed that CCSM 3 is no longer employed at her center.

CCSM 1 stated that she does not remember the incident on 05/05/2023 where it was reported that children were left alone. CCSM 1 confirmed that the kitchen door always stays closed and the door to the diaper changing area should stay open while children are being changed in order to supervise the other children.

CCSM 1 stated that on 05/23/2023, Child A's parents were contacted to pick Child A up because Child A was not feeling well. The Little Dippers room had six children in care with two child care staff members. After contacting Child A's parents to pick Child A up, they were transitioning to outdoor play time. CCSM 2 took three children outside with her. CCSM 1 then took two children outside with her and brought those two children to CCSM 2. While doing so, CCSM 1 left Child A inside because CCSM 1 did not want to bring Child A outside due to Child A not feeling well. CCSM 1 estimates that Child A was inside the Little Dippers room by herself for 30 seconds to one minute. During that time, Child A's Father came inside to pick Child A up. Child A's Father asked CCSM 1 how long Child A had been in the room alone.

CCSM 1 informed Ms. Bogue-Courter of what happened later that same day. Ms. Bogue-Courter then talked to the child care staff members in a group regarding not leaving the children unattended for any amount of time and explained different ways to transition the children from inside to outside without leaving children unattended.

Child A's Mother stated that on 05/05/2023 she dropped Child A off to the Little Dipper room. She then went downstairs to drop her older child off to the Big Dipper room. When she came back upstairs to the Little Dipper room, there were three children in addition to Child A in the large area of the Little Dipper room unattended, while CCSM 1 and CCSM 3 were behind closed doors in rooms connected to the main room. CCSM 3 was changing a diaper in the sleeping/changing room and CCSM 1 was in the kitchen. Child A's Mother estimates she was in the room for at least a minute while there were no child care staff members supervising the children. Child A's Mother addressed what she saw and the concerns she had with CCSM 1, who then apologized to Child A's Mother and told her it would not happen again.

Child A's Mother stated that on 05/23/2023, the center notified her that Child A had vomited, and they requested that Child A be picked up. When Child A's Father arrived to pick Child A up, he observed Child A to be in the Little Dippers room without any child care staff members present. Child A's Mother believes that CCSM 1 took two of the children from the Little Dippers room outside, and then was planning to come back inside to get Child A. Child A's Father told Child A's Mother that he was unsure how long Child A was inside without supervision. Child A's Mother estimates that it may take 30 seconds or so to bring the children outside to the outdoor play area, and then come back inside.

Child A's Mother contacted Ms. Bogue-Courter to let Ms. Bogue-Courter know the concerns she had regarding this being the second time that she was aware of that Child A, as well as other children, had been left alone without direct supervision.

APPLICABLE RULE	
R 400.8125	Staff; volunteer; requirements.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.

ANALYSIS:	The center failed to provide appropriate care and supervision to children on 05/05/2023 and 05/23/2023. On 05/05/2023, both child care staff members in the Little Dippers room were behind closed doors in side rooms off the main room, leaving children unattended. On 05/23/2023, Child A was left inside the classroom with no child care staff member present, while staff members took other children to the outdoor play area.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Sara Schalk

07/11/2023

Sara Schalk
Licensing Consultant

Date

Approved By:

Jacquelin Sharkey

07/11/2023

Jacquelin Sharkey
Area Manager

Date