



GRETCHEN WHITMER
GOVERNOR

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

Michelle Richard
ACTING DIRECTOR

4/23/2024

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

License Number: DC610408018
Special Investigation Number: SI-00119583

Dear Little Dreamers Daycare 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 400.8134(2)(f)	After using the toilet or helping a child use the toilet.

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

- I interviewed: Program director, complainant, child care staff members and parents.
- I completed an on-site inspection on the following date: 3/7/2024

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 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,

A handwritten signature in cursive script that reads "Sara Schalk".

Sara Schalk, Licensing Consultant

Enclosure

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

Report Type: Special Investigation Report

Date of Report: 4/23/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00119583	2/1/2024
Investigation Initiation Date	
2/29/2024	
License Number	Licensee Name(s)
DC610408018	Little Dreamers Daycare LLC
Facility Name	Licensee Designee(s)
Little Dreamers Daycare LLC	Jennifer Elizabeth Bogue-Courter
Program Type	Central Administrator(s)
Center	
Capacity	
22	
Facility Address	Mailing Address
1906 Mills Ave, North Muskegon, MI, 49445	1906 Mills Ave, North Muskegon, MI, 49445
Facility Phone Number	Facility Email Address
2317476215	littledreamersdaycare@comcast.net
Original License Issuance Date	License Status:
1/4/2022	Regular
License Effective Date:	License Expiration Date:
7/4/2022	7/3/2024

ALLEGATION(S)

	Violation Established?
Child Care Staff Members (CCSMs) do not wash hands after assisting children in the bathroom or before serving food.	No

METHODOLOGY

Date	Activity
2/29/2024	Special Investigation Case Created SI-00119583
2/29/2024	Special Investigation Initiated via Phone Call Phone contact made with complainant to obtain additional and clarifying information.
3/7/2024	Inspection Completed On-Site 8:00am-9:00am

	Completed interviews with Program Director, CCSM 1 and CCSM 2. Obtained child information cards and viewed handwashing policy/signs.
3/25/2024	Contact – Phone Call Made Phone contact made with Child A's Mother. Attempted phone contact with Child B's Mother and Child C's Mother. Left messages.
3/25/2024	Contact – Phone Call Made Interview with CCSM 3.
3/27/2024	Exit Conference With Program Director. Also addressed additional concerns reported by parents interviewed.

ALLEGATION: Child Care Staff Members (CCSMs) do not wash hands after assisting children in the bathroom or before serving food.

INVESTIGATION:

On 02/29/2024, I completed an interview with the complainant. The complainant reported that on at least five different occasions, she observed two of the CCSMs in the Big Dippers room to assist children in the bathroom, and then walk out of the bathroom without washing their hands. When CCSMs assist children in the bathroom, they leave the door open so the complainant could see that the CCSMs were actively assisting the children in the restroom. CCSMs would then walk out without washing their hands, and CCSMs were observed to then work with other children and serve food. This happens between 7:30am and 8:30am. The complainant identified the CCSMs working as CCSM 2 and CCSM 3. The complainant expressed concern regarding the spread of illness due to lack of handwashing.

On 03/07/2024, I completed an onsite inspection and interviews with the program director, CCSM 1 and CCSM 2. I observed handwashing postings in the bathrooms.

The program director reviewed the center's handwashing/toilet training policies. She reports that all CCSMs are required to wash their hands after diapering, as well as assisting children in the restroom. She stated that once children are potty trained, CCSMs no longer need to assist children in the bathroom and the children can go by themselves. Potty trained children are required to wash their hands after they use the restroom and will get reminders from CCSMs if they forget. Program director reports that CCSM 1 and CCSM 2 are the only staff members that work in the Big Dippers room in the morning. CCSM 2 is the first one in the room at opening, and then CCSM 1 goes to the Big Dipper room at approximately 8:30am. Program Director does the food preparation for all of the meals. Program Director then brings the prepared food downstairs to the Big Dippers Room and then the Program Director or CCSM 1 serve the food to the children. Program director or CCSMs that serve food with hands have been washed or they have gloves on. Program director has not observed any CCSMs to not wash hands properly after diaper changing, assisting children in the restroom, or

prior to serving food. Program Director reports that she has not received any complaints from parents regarding concerns regarding hand washing.

CCSM 1 verbally reviewed the diapering and potty-training policies at the center. CCSM 1 did not initially indicate that handwashing is completed after either diapering or assisting children in the restroom. However, when specifically asked when handwashing is used, CCSM 1 indicated that handwashing is done after every diaper change, assisting children in the restroom, and prior to preparing or serving food. CCSM 1 reports that she follows the handwashing guidelines and denies that she has ever seen a CCSM not wash their hands before/after those events.

During my interview with CCSM 2, handwashing and diapering policies were reviewed. CCSM 2 stated children's hands are washed after every diaper change, and then CCSMs wash their own hands after cleaning up and using the 3-step (wash, rinse, sanitize) cleaning system. When children are potty training and CCSMs still need to assist, CCSMs ensure children wash their hands, and then CCSMs wash hands after cleaning up any messes that may have been made in the bathroom. CCSM 2 reports that CCSMs are to wash hands when exiting the bathroom, even if they are only assisting a child with getting onto the toilet. If a child is potty trained, they are able to use the restroom by themselves for privacy. CCSMs will remind children to wash their hands if children exit the restroom without washing their hands. CCSM 2 is present in the morning when breakfast is served in the Big Dippers room. Program Director brings the food downstairs, and CCSMs assist with distributing the food to the children. Children are instructed to wash their hands prior to eating. When describing food preparation and distribution of meals/snacks, CCSM 2 indicated that CCSMs wash hands prior to serving food to the children. CCSM 2 confirmed that CCSM 1 and CCSM 2 are the only CCSMs with the children in the morning. CCSM 2 denied not following handwashing guidelines or seeing any other CCSM to not wash hands properly after toilet use or prior to serving food.

Completed a follow up with Program Director. Inquired about any other CCSMs that worked in the Big Dippers room in the past few months that was no longer employed there. Program Director confirmed that there was a CCSM that ended employment approximately two weeks ago that worked in the Big Dippers room in the mornings. Former CCSM 3's last day was on 2/23/24. I obtained contact information for former CCSM 3.

On 3/25/2024, I completed an interview with former CCSM 3. They confirmed that they are no longer employed there, and their employment ended on 2/23/2024. Former CCSM 3 reviewed the handwashing policies of CCSMs washing hands after diapering, while assisting children in the restroom, as well as before serving any food. Gloves are used during food preparation. Former CCSM 3 reported that prior to working at the center, former CCSM 3 was employed in food service, and is knowledgeable about cleanliness and sanitation, and reports that Little Dreamers is very clean and the Program Director does a good job at making sure the center stays clean and sanitized and is "very strict" about CCSMs washing their hands appropriately according to

licensing rules and center policies. Former CCSM 3 worked in the Big Dippers room. They denied ever changing a diaper, assisting a child in the restroom or serving food without washing hands. Former CCSM 3 has also never observed another CCSM to not follow policy or procedures regarding hand washing. Former CCSM 3 has worked with CCSM 1 and CCSM 2. Former CCSM 3 stated that even if a CCSM walks into the bathroom to monitor a child, but doesn't touch anything, they are still required to wash their hands before exiting the restroom. Regarding food service, CCSMs are required to wear gloves and gloves are available on the counter next to where the food is set down, prior to distributing to the children.

On 3/25/2024 and 3/26/2024, I completed contacts with parents of children in care. I spoke with Child A's Mother. Child A is in the Big Dippers Room and has attended for approximately 10 months. Child A's Mother expressed some concerns with things at the center, however did not have concerns regarding handwashing or food handling. Child A's Mother drops Child A off in the morning for breakfast, however Child A's Mother has not observed CCSMs serving the children their meals to know if they are handwashing/using gloves to distribute food.

I spoke with Child B's Mother. Child B has been attending in the Little Dippers room for approximately 8 months. Child B's Mother is overall happy with the care that Child B is receiving. Child B's Mother has not observed any concerns regarding handwashing, cleanliness or sanitation.

I spoke with Child D's Mother. Child D has been attending for approximately one year. Child D's Mother has not had any concerns regarding the care Child D is receiving. Child D is doing well socially, and Child D's Mother gets frequent updates about her child during the day. No concerns reported regarding handwashing or sanitation.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8134(2)(f)	After using the toilet or helping a child use the toilet.
ANALYSIS:	There is not a sufficient amount of information to indicate that child care staff members are not washing their hands properly. Program director, CCSM 1, CCSM 2 and CCSM 3 were all able to accurately describe handwashing policies for toileting as well as food preparation and distribution.
CONCLUSION:	Violation Not Established

BUREAU RECOMMENDATION

Bureau Recommendation
I recommend the no change in the status of the license.

Approved By:	
<i>Sara Schalk</i> 04/23/2024	<i>Charnell Lennox</i>
Sara Schalk Consultant Date	Charnell Lennox 04/23/2024 Area Manager Date