



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 12, 2023

Lizabeth White
L & A Educational Services Inc
6280 Carroll
West Bloomfield, MI 48322

RE: License #: DC630077836
Investigation #: 2023D0211004
Early Impressions

Dear Ms. White:

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 400.8182(3) Ratio and group size requirements.
- R 400.8125(1) Staff; volunteer; requirements

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

- I interviewed the program director, child care staff members, and parents.
- I completed on-site inspections on the following dates: 11/14/2022 and 01/06/2023.

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,

A handwritten signature in black ink, appearing to read "Chimere Simmons". The signature is fluid and cursive, with a long horizontal stroke at the end.

Chimere Simmons, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC630077836
Investigation #:	2023D0211004
Complaint Receipt Date:	11/10/2022
Investigation Initiation Date:	11/14/2022
Report Due Date:	01/09/2023
Licensee Name:	L & A Educational Services Inc
Licensee Address:	6280 Carroll West Bloomfield, MI 48322
Licensee Telephone #:	Unknown
Administrator:	Lizabeth White, Designee
Licensee Designee:	Lizabeth White, Designee
Name of Facility:	Early Impressions
Facility Address:	25000 W Ten Mile Southfield, MI 48034
Facility Telephone #:	(248) 357-1740
Original Issuance Date:	12/04/1997
License Status:	REGULAR
Effective Date:	09/30/2022
Expiration Date:	09/29/2024
Capacity:	133
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Children are allowed to come to the child care center when they are sick.	No
The child care center is understaffed, and the classrooms are out of ratio.	No

III. METHODOLOGY

11/10/2022	Special Investigation Intake 2023D0211004
11/10/2022	Contact - Telephone call made Left voicemail for complainant
11/10/2022	Contact - Document Sent Emailed complainant
11/14/2022	Special Investigation Initiated - On Site Onsite from 2:18 PM to 4:22 PM Interviewed licensee designee and program director Lizabeth White, child care staff members Suzanne Michael, Roop Grewal, Laura Barron, Ronna Rives, Layla Askar, Lauren Wheeler, Destinee Almore, Madaezha Clarke, and Mary Penn.
11/22/2022	Contact - Telephone call made Left voicemail for Child A's Parent
11/22/2022	Contact - Telephone call made Called Child B's Mother; unable to leave voicemail
11/22/2022	Contact - Telephone call made Spoke to Child C's Mother
01/06/2023	Inspection Completed On-site Onsite from 11:20 am to 12:00 noon
01/06/2023	Exit Conference with Ms. White

ALLEGATION: Children are allowed to come to the child care center when they are sick.

INVESTIGATION: On 11/14/2022, I completed an unannounced onsite inspection. I spoke to licensee designee and program director, Lizabeth White. I informed Ms. White of the allegations. Ms. White denied the allegation that sick children are allowed to come to the child care center. Ms. White shared that she and the staff members are very strict when it comes to children becoming ill or attempting to come to the facility when they are sick. Ms. White shared that because she and some of her staff are older, they are very strict when it comes to COVID-19 and the sick children. Ms. White has a retired registered pediatrician who comes in four to five times a week. While Ms. Mary Penn primarily works in the office, she assists if Ms. White or any staff member is unsure about a child who may have symptoms or who may be sick.

On 11/14/2022, I interviewed child care staff member Suzanne Michael. Ms. Michael has worked with Ms. White for many years and strongly denies that sick children are allowed to come to the child care center. Ms. Michael shared that sometimes children have runny noses. If a child care staff member has concerns about a child who they suspect may be sick, the staff member calls the main office number, and she or Ms. Penn checks the child's temperature for fever. They also review what the child ate, if it's nap time, is the child resting, etc. If they believe the child is not well, the child is immediately sent home. Children cannot return until they have been symptom free for 24-48 hours. Ms. Michael shared that the parents are very good about picking up their children when they are called and believes the parents are cautious as well.

On 11/14/2022, I interviewed child care staff member Laura Barron. Ms. Barron has worked with Ms. White and child care center for more than 20 years. Ms. Barron shared children are not permitted to stay if they are sick. Ms. Barron stated that there are currently about six children who were out due to sickness. If children have green mucous, they are sent home. Ms. Barron shared that the children must be symptom free for 48 hours before they can return to the child care center.

On 11/14/2022, I interviewed child care staff member Ronna Rives. Ms. Rives has worked for Ms. White for 37 years. Ms. Rives stated that if children are not feeling well, they call the child's parent to come pick them up. If they are unable to reach the child's parent, the child is isolated until the parent is contacted and the child is waiting to be picked up. Children who are sick or may become ill during the day are not permitted to stay. Ms. Rives shared that Ms. White is very conscientious about sick children and staff. If a staff member is not feeling well, Ms. White will send the staff member home. Ms. Rivers shared that about a week prior, she was not feeling her best and Ms. White sent her home to rest and get better. If she notices that a child is not feeling well, she confirms with child care staff members.

On 11/14/2022, I interviewed child care staff member, Layla Askar. Ms. Askar has worked at the child care center for 24 years. Ms. Askar denied that sick children are allowed to remain in care at the child care center, and sick children are not permitted to attend. When children are sick, the staff members in the classroom notify the

office and the office notifies the parents. Many of the parents come right away to pick up the children.

On 11/14/2022, I interviewed child care staff member, Lauren Wheeler. Ms. Wheeler works in room five and has worked at the child care center for four years. Ms. Wheeler denies that sick children are permitted to attend the child care center when they are sick, and sick children are immediately sent home. Ms. Wheeler shared that the center is big on sending children who are sick home. The parents are also very cooperative when it comes to their sick policy.

On 11/14/2022, I interviewed child care staff member, Destinee Almore. Ms. Almore works in classroom three and has worked at the child care center since August of 2022. Ms. Almore shared that although she is new, she has no concerns pertaining to sick children at the child care center. Ms. Almore shared that she has severe asthma and it is very difficult for her to wear a mask. She expressed that the parents are really good about keeping children home when they are sick. Ms. Almore frequently talks to the children about sneezing, coughing, runny noses and the importance of handwashing. Ms. Almore stated that she could pretty much always tell when children are not feeling well. When children are not feeling well, they notify the office who contact the child's parents.

On 11/14/2022, I interviewed child care staff member, Madaezha Clarke. Ms. Clarke has worked at the child care center for approximately two months. Ms. Clarke denies that sick children are permitted to remain in care or come to the child care center when they are sick. Ms. Clarke stated that they have really good parents, and they keep their children home if they are not feeling well or sick.

On 11/14/2022, I interviewed child care staff member, Mary Penn. Ms. Penn is a retired pediatrician and has worked at the child care center for two and a half years. Ms. Penn works at the child care center four to five days a week. If any child care staff member believes that a child is not feeling well or becomes sick while in care, the staff member calls the office. Ms. Penn observes the child; if a child is coughing and sneezing but playful, eating and not lethargic, then the child is okay. If children are sick with fevers or other symptoms, then they are not permitted to stay.

On 11/14/2022, I reviewed the centers sick policy. The policy states If your child becomes ill while at Early Impressions, we will make him/her as comfortable as possible until a parent or emergency care person arrives. To help us maintain a "healthy" atmosphere here at school, we cannot allow children in our building with contagious symptoms such as:

- Fever
- Ringworm
- Vomiting and/or Diarrhea
- Conjunctivitis (Pink Eye-red or running eyes)
- Contagious Skin Rashes

- Coughs, if persistent or productive (We realize that coughs due to colds sometimes linger for weeks. We distinguish this by the cough at the beginning of a virus and the cough at the end. The cough at the beginning of an illness is contagious).
 - Any skin eruption, particularly if red, swollen and/or draining
 - Pain and/or stiffness in the neck and headache
 - Sore throat
 - Swelling and tenderness of glands, especially neck glands
 - Any childhood contagious disease such as scarlet fever, etc., for which there are no immunizations.
- YOUR CHILD MUST BE SYMPTOM FREE FOR 48 HOURS BEFORE RETURNING TO SCHOOL.**

On 11/22/2022, I spoke to Child C’s Mother. Child C’s Mother shared that she believes the center does a good job of keeping sick children out of the center, but also believes it’s impossible to keep all germs away from children. Child C’s Mother shared that she keeps her child home when she is sick.

On 11/02/2022 and 11/10/2022, I contacted the complainant, however, the complainant did not return my phone calls and I was unable to obtain additional information.

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:	Based on interviews with child care staff members, and review of the center’s sick policy, no violation has been established.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The child care center is understaffed, and the classrooms are out of ratio.

INVESTIGATION: On 11/14/2022, I completed an unannounced onsite inspection to the child care center. I spoke to Ms. White regarding the allegation that the child care center is understaffed, and the classrooms are frequently out of ratio. Ms. White denied that the center is understaffed, and the classrooms are out of ratio. Ms. White stated that there are approximately 80 children currently enrolled, but the children do not come every day. Ms. White shared that they are sometimes over staffed and will combine classrooms or send staff home. Ms. White also assists in the classrooms daily.

On 11/14/2022, I spoke to Ms. Grewal. Ms. Grewal shared that while she works in classroom four, she does not have a lot of children. Sometimes she goes to classroom five and assists, if needed. Ms. Grewal denies that the child care center

has issues with staff to child ratio and shared that the center has more staff than needed.

On 11/14/2022, I spoke to Ms. Michael. Ms. Michael shared that she does not understand the allegations that the center is understaffed, and classrooms are out of ratio. Ms. Michael stated that the center has plenty of staff and she has no concerns regarding ratio. Ms. Michael shared that the toddler classroom has a one to four ratio, the older toddler room has a one to seven ratio, the older three's classrooms have a one to ten ratio, and the pre-k room has 19 children enrolled.

On 11/14/2022, I spoke to Ms. Barron. Ms. Barron works in classroom two and has no concerns regarding staffing or ratio. Ms. Barron shared that sometimes she is sent home if children are not present. Ms. Barron stated that the ratio for her classroom is eight to one and believes that the center is fully staffed. The age range for her classroom is two and a half years to three- years old.

On 11/14/2022, I spoke to Ms. Askar. Ms. Askar shared that her classroom has always been in ratio. Ms. Askar stated that she knows the ratio for the toddler room is four to one and she is always in ratio. Ms. Askar shared that she is very happy at the center and loves her job. Ms. Askar stated that she believes the center has enough staff and denies they are understaffed.

On 11/14/2022, I spoke to Ms. Wheeler. Wheeler works in classroom five and the children are four years old. Ms. Wheeler denies that her classroom is ever out of ratio. Ms. Wheeler has 19 children enrolled in her classroom and states there is always at least two staff members. She believes that all the classrooms are fully staffed and within ratio.

On 11/14/2022, I spoke to Ms. Almore. Ms. Almore works in classroom three. Ms. Almore shared that there are eleven children enrolled in her classroom, however, eight or nine children are present on a consistent basis. Ms. Almore always has someone assisting her in the classroom with the children. Ms. Almore shared that she believes all the classrooms are fully staffed and do exceed ratio. Ms. Almore works in the three- year- old classroom.

On 11/14/2022, I spoke to Ms. Clarke. Ms. Clarke works in classroom two with children ranging from two and half years old to three years old. Ms. Clarke stated that the most children she has had present in her classroom was 16. Tuesday is the busiest day with the majority of the children present as she has some children who attend part time. Ms. Clarke shared that typically there are between 10-15 daily and has always had someone work with her in the classroom.

On 11/14/2022, during my unannounced onsite inspection, I reviewed previous sign in sheets and attendance. I reviewed attendance for 11/08/2022, 11/09/2022, 11/10/2022, and 11/11/2022. Review of the previous dates show compliance that

each classroom had appropriate child to staff member ratio. Also, I observed the following ratio in the classrooms.

Room 1	2 – 2 ½ yrs.	8 children	2 child care staff members
Room 2	2 ½ - 3 yrs.	11 children	2 child care staff members
Room 3	3 yrs.	7 children	2 child care staff members
Room 5	4 yrs.	16 children	2 child care staff members

On 11/22/2022, I spoke to Child C’s Mother. Child C’s Mother shared that she has no concerns regarding the number of child care staff members in her child’s class. She believes that the center has enough child care staff members and is very happy with the center.

On 01/06/2023 I during an unannounced onsite inspection from 11:20 AM to 12:00 PM, I observed the following classrooms for group size and ratio:

Room 1	2- 2 ½ yrs.	11 children	3 child care staff members
Room 2	2 ½ - 3 yrs.	12 children	2 child care staff members
Room 3	3 – 4 yrs.	13 children	2 child care staff members
Room 5	4 yrs.	16 children	2 child care staff members

On 11/02/2022 and 11/10/2022, I contacted the complainant, however, the complainant did not return my phone calls and I was unable to obtain additional information.

APPLICABLE RULE	
R 400.8182	Ratio and group size requirements.
	(3) In each room or well-defined space, the maximum group size and ratio of child care staff members to children, including children related to a staff member or the licensee, must be as shown in Table 4:
Age	Child Care Staff
	Maximum Group Size

	member to Child
	Ratio
	b)Preschoolers, 30 months 16 of age until 3 years of age
	1 to 8
	c)Preschoolers, 3 years of Not applicable age until 4 years of age
	1 to 10
	d)Preschoolers, 4 years of Not applicable age until school-age
	1 to 12
ANALYSIS:	Based on observations, review of attendance and sign in sheets, and interviews, the child care center operates within the acceptable child care staff member to child ratio requirements.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change to the status of the license.

01/12/2023

Chimere Simmons
Licensing Consultant

Date

Approved By:

Jacquelin Sharkey

01/12/2023

Jacquelin Sharkey
Area Manager

Date