



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

September 6, 2022

Elizabeth Hood  
KinderCare Education LLC  
4900 Evergreen  
Detroit, MI 48126

RE: License #: DC630077865  
2022D0019012  
RE: SI LOG #: **KinderCare Learning Center**  
**5480 Rochester**  
**Troy, MI 48098**

Dear Ms. Hood:

This letter is to advise you that the 07/15/2022 corrective action plan you submitted, regarding each rule violation cited in the recently completed Special Investigation Report, is approved.

You can find a copy of this corrective action approval letter and the associated report on our [website](#) under [Statewide Search for Licensed Child Care Centers and Homes](#). A description of each type of report and corrective action plans can be found under [Overview of Licensing Reports](#).

| Violation cited              | Noncompliance observed  | Plan to correct  | Date to be completed |
|------------------------------|---|--|----------------------|
| R 400.8140(1)<br>Discipline. | Positive methods of discipline that encourage self-control, self-esteem, and cooperation were not used. On 04/12/2022, Ms. Horak grabbed Child A by the ankles and slammed them down onto the diaper table. On 04/12/2022 Ms. Horak used harsh directives towards Child A when she said, "Stop it," when Child A kicked his feet during a diaper change. Ms. Horak used | The center director, Jennifer Harker will retrain staff on the center's discipline policy at the staff meeting on 07/21/2022. All staff will have proactive child guidance training at this meeting. Ongoing training and support will be provided by admin staff. | 07/21/2022           |

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|  | the statement, "All done!" without providing additional context.  |   |                    |
| R 400.8158 (2)(b)<br>Incident, accident, injury, illness, death, fire reporting. | This incident was not reported to Child A's Mother or the department within 24 hours of the incident.   | All incidents and accidents will be reported by Ms. Harker or the assistant director to the parents and to the department immediately to ensure the center is following reporting rules.  | 07/14/2022-ongoing |
| R 400.8158(4)<br>Incident, accident, injury, illness, death, fire reporting.     | A written report was not submitted within 72 hours. The written report was submitted on 04/26/2022. The incident occurred on 04/12/2022.  | Ms. Harker will provide a written report within a 72-hour period after the initial report.  | 07/14/2022-ongoing |
| R 400.8125(1)<br>Staff; volunteer; requirements.                                 | All staff did not provide appropriate care and supervision of children at all times. On 04/11/2022, Child B was "wiggly" on his cot. Ms. Horak did not attempt to calm Child B in appropriate ways or provide support to Child B during transition time. She physically forced Child B to lie down. | All staff will be retrained on the guidance, protection of children, respect of children, and positive child guidance on 07/21/2022. The training will be provided by Ms. Harker.   | 07/21/2022         |
| R 400.8140 (2)(a)<br>Discipline.   | Staff did not refrain from using all forms of prohibited punishment. On 04/11/2022, Ms. Horak pushed Child B onto his cot on his stomach and pushed his head down on his cot.   | All staff will be retrained on positive child guidance on 07/21/2022. The training will be provided by Ms. Harker. The training will include what is appropriate and not appropriate when handling challenging behaviors. Ms. Harker will provide weekly check-ins with staff to discuss challenging behaviors. | 07/21/2022-ongoing |

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| <p>R 400.8125<br/>Staff; volunteer;<br/>requirements.</p>  | <p>On 04/11/2022, Ms. Horak did not act in a manner that is conducive to the welfare of children when she pushed Child B onto his cot, resulting in a bruise on the left side of his face. Ms. Horak was not forthcoming with information. She initially informed Ms. Harker, parents, and other staff members that Child B fell on his cot. It was determined that was untruthful.</p>                        | <p>Staff will be retrained on appropriate ways to handle difficult situations and challenges related to children. Staff will be retained on the center's policy for reporting accidents and incidents. This includes reporting all incidents to a manager immediately. Ms. Harker and the assistant director will continue to monitor staff interactions with children daily.</p>  | <p>07/21/2022</p>         |
| <p>R 722.115q(1)<br/>Child care center, group child care home, or family child care home; contact with child by licensee, child care staff member, or household adult member prohibited; conditions.</p> | <p>Ms. Horak was found ineligible to work in a child care facility on 06/03/2022.</p>  | <p>Staff members that are not eligible to work or no longer employed will be disconnected from the child care background check system immediately.</p>   | <p>Completed-ongoing.</p> |
| <p>R 400.8125<br/>Staff; volunteer;<br/>requirements.</p>  | <p>Child abuse and neglect statements were not signed at the time of hire. On 06/15/2022 I received signed child and abuse neglect statements for Ms. Perell and Ms. Tomlin. The statement indicated that that they are aware that suspected abuse and neglect will be reported immediately. Ms. Perell signed the statement on 09/25/2015 and Ms. Tomlin signed the statement on 04/22/2022. However, she</p> | <p>Upon hire, all staff will be required to complete training on child abuse and neglect. This training includes information on mandated reporter requirements for reporting suspected abuse and neglect. An audit was completed in April 2022. During the audit, it was discovered that a staff member did not have a signed abuse and neglect statement on file. The staff member signed the statement immediately. File audits will be completed by Ms. Harker.</p> | <p>Completed-ongoing.</p> |

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|  | started work at the center<br>on 02/28/2022. |  |  |
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It is expected that the corrective action plan will be implemented within the time frames as outlined in your plan.

A follow-up evaluation may be made to verify compliance. Should the corrections not be implemented in the specified time, it may be necessary to reevaluate the status of your license.

The office provides technical assistance to meet the licensing requirements and consultation to improve services. Please contact me with any questions. In the event that I am not available and you need to speak to someone immediately, you may contact the local office at (517) 284-9730.

Sincerely,



Michelle Fruehan, Licensing Consultant  
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Lansing, MI 48909  
(248) 672-9158