



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

August 23, 2023

Sylvia Jordan  
Family Victory Fellowship Church  
19421 W. Ten Mile  
Southfield, MI 48075

RE: License #: DC630081389  
Investigation #: 2023D0211014  
Victory Learning Center

Dear Rev. Jordan:

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 400.8380(1) Maintenance of premises.
- R 400.8380(2) Maintenance of premises.
- R 400.8380(9) Maintenance of premises.

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

- I interviewed the person who made the complaint, program director, licensee designee, child care staff members, and parents.
- I completed on-site inspections on the following dates: 06/09/2023 and 07/14/2023.

As a result of this investigation, I found the following violations:

- R 400.8380(1) Maintenance of premises.**
- R 400.8380(2) Maintenance of premises.**

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 09/09/04/23. 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.

<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"/>

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,



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**

<b>License #:</b>	DC630081389
<b>Investigation #:</b>	2023D0211014
<b>Complaint Receipt Date:</b>	06/02/2023
<b>Investigation Initiation Date:</b>	06/04/2023
<b>Report Due Date:</b>	08/01/2023
<b>Licensee Name:</b>	Family Victory Fellowship Church
<b>Licensee Address:</b>	19421 W. Ten Mile Southfield, MI 48075
<b>Licensee Telephone #:</b>	Unknown
<b>Administrator:</b>	Sylvia Jordan, Designee
<b>Licensee Designee:</b>	Sylvia Jordan, Designee
<b>Name of Facility:</b>	Victory Learning Center
<b>Facility Address:</b>	19421 W. Ten Mile Southfield, MI 48075
<b>Facility Telephone #:</b>	(248) 799-0066
<b>Original Issuance Date:</b>	07/01/1998
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	12/14/2022
<b>Expiration Date:</b>	12/13/2024
<b>Capacity:</b>	92
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	<b>Violation Established?</b>
On 05/31/2023, there were rodent droppings and urine all over the classrooms and on children's belongings. There are bugs, flies, and gnats in the center that are biting the children and staff.	Yes
Additional Findings	Yes

## III. METHODOLOGY

06/02/2023	Special Investigation Intake 2023D0211014
06/04/2023	Special Investigation Initiated - Telephone Spoke to complainant
06/04/2023	Contact - Telephone call made Spoke to Child A's Mother
06/09/2023	Inspection Completed On-site Onsite from 9:46 am to 10:58 am Interviewed program director and licensee designee, Sylvia Jordan, child care staff member 1 (CCSM 1), CCSM 2, and CCSM 3.
07/14/2023	Inspection Completed On-site Onsite from 10:06 am to 11:06 am Interviewed Ms. Jordan, program director, Sashanna Berry, and CCSM 4
07/25/2023	Exit Conference with Ms. Jordan
07/25/2023	Inspection Completed-BCAL Sub. Compliance
08/18/2023	Inspection Completed On-site Onsite from 3:08 pm to 3:35 pm.

08/18/2023	Corrective Action Plan Received
08/18/2023	Corrective Action Plan Approved

**ALLEGATION:** On 05/31/2023, there were rodent droppings and urine all over the classrooms and on children’s belongings. There are bugs, flies, and gnats in the center that are biting the children and staff.

**INVESTIGATION:** On 06/04/2023, I spoke to the complainant. The complainant shared that on 05/30/2023, the program director, Sylvia Jordan, was aware of a rodent issue in the child care center. The complainant said that no rodents have been seen in the center, however, rodent droppings and urine were discovered in the classrooms, including in the infant room, toddler room and in the hallway between the two classrooms. The droppings were found in the cribs where the infants sleep, on the changing table, children’s cubbies and belongings and on the windowsills and floors of the classrooms. The complainant stated that staff were instructed not to inform the parents of the rodent issue at the center and the droppings and urine were cleaned from the classrooms and other places where it was found. The complainant shared that the classrooms were very dirty and not properly cleaned leading to the rodent issue. The complainant stated that there are bugs, flies, gnats, and other insects that frequently infest the classrooms and have been present in the classrooms for at least one month prior to the rodent droppings and urine.

On 06/04/2023, I spoke to Child A’s Mother. Child A’s Mother shared that she was informed about the rodent droppings and urine in the infant classroom by the complainant. Child A’s Mother shared that rodent droppings were found in some of the infant cribs, but not in the crib her child uses. Child A’s Mother was disgusted by the discovery and has since withdrew her child from the child care center. Child A’s Mother shared that Ms. Jordan did not inform her of the rodent issue and never called to check on her child.

On 06/09/2023, I made an unannounced onsite inspection of the child care center. I spoke to Ms. Jordan, who confirmed that rodent droppings were discovered in the infant and toddler areas of the center. Ms. Jordan shared that on 05/30/2023, Child Care Staff Member 1 (CCSM 1) informed her that she observed rodent droppings in the classroom. Ms. Jordan stated that when she went to the infant and toddler classrooms, she also saw rodent droppings. After seeing the droppings in the infant room, toddler room and diapering area, she had staff members clean the classrooms and purchased traps. Ms. Jordan shared that on 05/31/2023, pest control company, Orkin was contacted. Orkin came to the child care center on 06/02/2023. Ms. Jordan stated that they laid traps in the infant and toddler areas out of reach of children and

sprayed something outside along the perimeter of the building. Traps were also placed in the office and the lunchroom of the center. Ms. Jordan shared that parents are responsible for laundering the children's beddings and cot sheets, and blankets, however, she washed the children's bedding and sheets on Wednesday, 05/31/2023. They have also entered into a 12- month contract with Orkin to maintain prevention after the rodent issue has been resolved. Ms. Jordan informed the staff members that they were not properly cleaning the classrooms and instructed them to thoroughly clean up. She also told the staff that she did not want the parents to know about the rodent issue until they have had a chance to deal with it. Ms. Jordan stated that a staff member was very upset at learning of the rodent droppings. Ms. Jordan said that the staff member's employment was terminated due to insubordination. Ms. Jordan stated that she directed the staff members not to contact and notify the families of the rodent droppings. Ms. Jordan stated that she wanted time to deal with the potential issue and confirm if rodents were present in the center before notifying families. Ms. Jordan shared that this is the first time the child care center and school had ever had a rodent issue. The child care center has been licensed since 1997. Ms. Jordan provided me with the center's pest control policy, pest control notice, and Orkin service reports. Parents were informed verbally of the rodent issue on 05/31/2023 and 06/01/2023 and a notice was posted that the center was receiving pest control services on 06/02/2023.

On 06/09/2023, I interviewed CCSM 1. CCSM 1 works in the toddler classroom and has seen rodent droppings in the classroom and diapering area. CCSM 1 stated that she has never seen a mouse, or other rodents in the child care center. CCSM 1 shared that the staff members were instructed to take the children out of the classroom to clean up the droppings. When asked how the droppings were cleaned up, CCSM 1 stated that they used the three-step process for toys and hard furniture, floors were swept, vacuumed, and mopped. They also tipped non-anchored furniture to ensure that it was cleaned. CCSM 1 said that after seeing the droppings on Tuesday, 05/30/2023, she sent a message to Ms. Jordan letting her know what was found. CCSM 1 shared that Ms. Jordan did not address it immediately but feels action was taken a few days after. CCSM 1 shared that she does not believe any of the children have come into contact with the droppings and denies seeing gnats, bugs, and other insects in the classrooms. CCSM 1 shared that she has never seen rodent droppings in the child care center before and believes the situation is being handled appropriately.

On 06/09/2023, I interviewed CCSM 2. CCSM 2 works in the toddler classroom and stated this is the first time she has ever seen rodent droppings in the center. CCSM 2 shared that since seeing the droppings the week of 05/30/23, she has not seen any droppings since then. CCSM 2 shared that Ms. Jordan, and a cleaning crew came and cleaned up the classrooms and the areas where the droppings were seen. CCSM 2 shared that Ms. Jordan comes into the classrooms in the morning before children arrive to ensure there are no droppings. CCSM 2 shared that no parents have complained to her, and she feels the situation is being handled appropriately.

On 06/09/2023, I interviewed CCSM 3. CCSM 3 typically works in the preschool classroom but was assisting in the infant classroom due to staffing shortages. CCSM 3 shared that she was aware of the situation but was unaware of any other details regarding a rodent issue. CCSM 3 shared that today was her first day substituting in the infant room and has not had interactions with parents regarding the issue. CCSM 3 denies ever seeing any rodents or rodent droppings.

On 06/09/2023, during the onsite visit, I observed the infant and toddler classrooms and lunchroom. The infant and toddler classrooms are in a suite-like area of the child care center with a shared hallway between the two classrooms. The shared hallway contains the children's cubbies, children's bathrooms and diapering areas. I observed rodent droppings on top of the children's cubbies and in the crevices of the changing table and the emergency evacuation crib. I did not observe any droppings in the infant classroom, toddler classroom or the children's bathrooms. There were food particles leftover from previous meals and snacks on the floor of the infant and toddler classrooms. I did not observe any gnats, flies, or other bugs in the classrooms or shared hallway of the infant and toddler classroom. The glue traps set in the toddler classroom, shared hallway and lunchroom were empty.

On 07/14/2023, I made an unannounced onsite inspection to the child care center. I interviewed new program director, Sashanna Berry, who was aware of the allegations and current investigation. Ms. Berry shared that she has been the program director for approximately one month and Ms. Jordan had informed her of the situation. Ms. Berry shared that Orkin had come out to the center about a week ago and did a walk-through of the child care center. Ms. Berry shared that no rodents were found or caught in any of the traps. Ms. Berry denies ever seeing any rodent droppings or rodents in the child care center.

On 07/14/2023, I interviewed CCSM 4. CCSM 4 typically works on the preschool side and was assisting in the infant classroom. CCSM 4 shared that today was her first full day at the child care center in quite some time as she previously covered lunch breaks for the staff. CCSM 4 shared that she heard about there being rodent droppings in the center but denies ever seeing any rodent droppings.

On 07/14/2023, during the onsite visit, I observed the shared hallway of the infant and toddler classrooms, the infant classroom, toddler classroom and lunchroom. There were no rodents in the traps set in the toddler classroom, shared hallway, or lunchroom. There were no droppings in the infant or toddler classrooms. As I observed the diapering area in the shared hallway of the two classrooms, I observed droppings on the diaper changing table along with other dirt and small debris. I informed Ms. Berry and Ms. Jordan of the droppings to which Ms. Jordan confirmed were like the previously viewed droppings. Ms. Berry began to clean the diaper changing table and Ms. Jordan stated that Orkin will have to return.

On 08/18/2023, I conducted an unannounced follow-up inspection to the child care center from 3:08 pm to 3:35 pm. I spoke with Ms. Jordan and Ms. Berry, who

confirmed during a follow up inspection with Orkin, two mice were found in the trap set in the shared hallway and diapering area of the infant and toddler classroom. While onsite, I observed the shared hallway, infant and toddler classrooms. The carpeted floors of the shared hallway had been recently cleaned professionally, the infant and toddler classrooms were very clean as well. I did not observe any trash or debris on the floors or in corners of the classrooms.

<b>APPLICABLE RULE</b>	
<b>R 400.8380</b>	<b>Maintenance of premises.</b>
	<b>(1) The premises must be maintained in a clean and safe condition and must not pose a threat to health or safety.</b>
<b>ANALYSIS:</b>	On 06/09/2023, I observed rodent droppings within reach of children on children’s cubbies and the diaper changing table in the shared hallway of the infant and toddler classrooms. On 07/14/2023, I observed rodent droppings within reach of children on the diaper changing table in the shared hallway of the infant and toddler classrooms.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

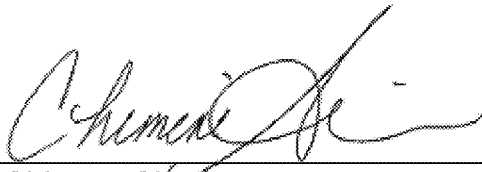
<b>APPLICABLE RULE</b>	
<b>R 400.8380</b>	<b>Maintenance of premises.</b>
	<b>(2) The premises must be maintained so as to eliminate and prevent rodent and insect harborage.</b>
<b>ANALYSIS:</b>	On 06/09/2023 and 07/14/2023, I observed rodent droppings in the diapering area of the shared hallway between the infant and toddler classrooms. I also observed leftover food particles and other small dirt and debris on the floors of the infant and toddler classrooms.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.8380</b>	<b>Maintenance of premises.</b>
	<b>(9) A center shall adopt and implement an integrated pest management policy as required by section 8316 of the natural resources and environmental protection act, 1994 PA 451, MCL 324.8316.</b>

<b>ANALYSIS:</b>	The child care center has an integrated pest management policy that was implemented. Parents were made aware of the issue verbally and a printed pest application notice was provided and posted at the child care center on 05/31/2023 and 06/02/2023.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

#### IV. RECOMMENDATION

I recommend increased monitoring and no change to the status of the license.

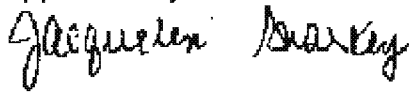


08/22/2023

Chimere Simmons  
Licensing Consultant

Date

Approved By:



08/23/2023

Jacquelin Sharkey  
Area Manager

Date