



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

ORLENE HAWKS
DIRECTOR

June 29, 2023

Tanya Zoro
Childtime Childcare, Inc.
Suite 100
21333 Haggerty Road
Novi, MI 48375

RE: License #: DC630294576
Investigation #: 2023D0019013
Childtime Learning Center #0638

Dear Ms. Zoro:

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 400.8137	Diapering; toileting.
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The details of the information are in the attached report. To investigate:

- I interviewed the person who made the complaint, program director, child care staff member, and parents.
- I completed on-site inspections on the following dates: 04/11/2023.

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

R 400.8137	Diapering; toileting.
R 400.8182	Ratio and group size requirements.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan 07/16/2023. 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,



Michelle Fruehan, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(248) 672-9158

Enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC630294576
Investigation #:	2023D0019013
Complaint Receipt Date:	04/05/2023
Investigation Initiation Date:	04/11/2023
Report Due Date:	06/04/2023
Licensee Name:	Childtime Childcare, Inc.
Licensee Address:	Suite 100 21333 Haggerty Road Novi, MI 48375
Licensee Telephone #:	(248) 697-9106
Administrator:	Tanya Zoro, Designee
Licensee Designee:	Tanya Zoro, Designee
Name of Facility:	Childtime Learning Center #0638
Facility Address:	27900 Evergreen Lathrup Village, MI 48076
Facility Telephone #:	(248) 569-6789
Original Issuance Date:	12/03/2008
License Status:	REGULAR
Effective Date:	06/04/2021
Expiration Date:	06/03/2023
Capacity:	104
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child A (two-year-old, female) did not have her diaper changed on 04/04/2023.	Yes

III. METHODOLOGY

04/05/2023	Special Investigation Intake 2023D0019013
04/05/2023	Contact - Telephone call made left voicemail message for complainant.
04/05/2023	Contact - Document Sent sent email to complainant.
04/05/2023	Contact- Telephone call made Left voicemail for Child A's Mother
04/05/2023	Contact- Document Sent Sent email to Child A's Mother
04/11/2023	Special Investigation Initiated - On Site from 11:30 am to 1:00 pm interviewed program director Laura Bivins, Child Care Staff Member (CCSM) 1, CCSM 2, CCSM 3, and CCSM 4.
04/11/2023	Exit conference with Ms. Bivins
04/11/2023	Contact - Document Received attendance records, diaper policy, and daily records
05/23/2023	Inspection Completed-BCAL Sub. Compliance
06/07/2023	Contact- Document sent Requested child information cards
06/14/2023	Contact- telephone call made CCSM 5

ALLEGATION: Child A (two-year-old, female) did not have her diaper changed on 04/04/2023.

INVESTIGATION: On 04/05/2023 I received a complaint, which indicated that Child A (2-year-old, female) did not have her pull-up diaper changed at any time while at the center on 04/04/2023. Child A arrived at the center wearing an Aldi brand pull -up diaper and was in the same pull-up diaper when she returned home. The center provides diapers and does not use Aldi brand pull-up diapers. The complainant stated this was not the first occurrence. This has happened at least four times in the last seven months. On 04/05/2023 I contacted the complainant, by phone two times and once by email. I did not receive a follow-up phone call or email.

On 04/11/2023 I completed an unannounced onsite inspection at Childtime in Lathrup Village. I interviewed Program Director Laura Bivins, CCSM 1, CCSM 2, CCSM 3, and CCSM 4.

I interviewed Ms. Bivins. She stated that children are changed every two hours, or more frequently, if needed. However, she was aware that Child A was not changed at least every two hours. It was brought to her attention on 04/04/2023 via email, by Child A's Mother. Ms. Bivins said that Child A is non-verbal. She cries frequently, throws toys, and is aggressive towards other children. Due to these behaviors and safety concerns, staff will move her to the preschool classroom to be with older children, who are more adept to handle and understand her attempts at communication. In addition, staff will take Child A for walks around the building to help calm her down. She said the center is in the process of creating and implementing a behavior plan that includes directional cards, emotion cards, and basic word cards to help with speech and cognition. Ms. Bivins stated on 04/04/2023, Child A was moved to the preschool classroom (3 and 4-year-old room). There was a miscommunication between staff. The preschool classroom did not change her diaper because they did not realize she needed diaper changes. It was an oversight, on behalf of the center. Ms. Bivins was not aware that Child A was not changed on any other dates.

Ms. Bivin's spoke to Child A's Mother on 04/05/2023 when she dropped her children off at the center. Ms. Bivin's apologized to Child A's Mother and stated it was an oversight on behalf of the center. She said staff in the preschool room thought Child A was changed by the two's room staff and vice versa. Ms. Bivin's stated that the center does not use pull-up diapers, they only use regular diapers. They never use Aldi brand diapers.

I interviewed CCSM 1. She said Child A is assigned to the two's classroom and Child A is in her primary care group. She stated she did not change Child A's diaper. She arrived at the center at 9:00 am. She was due for a change until 11:00 am. However, she was moved to the preschool classroom shortly after she arrived. She added that Child A exhibited difficult behaviors when changed. Child A refused and fought with staff during some changing times. CCSM 1 stated she will not fight with Child A to be changed when this occurs. CCSM 1 has spoken with Child A's Mother about her

concerns regarding Child A's behavior during diaper changes in November 2022. A week prior to the diaper incident, Child A was sent home because she picked up a vase of flowers and smashed it onto the floor, then proceeded to throw diapers all over the room.

I interviewed CCSM 2 and CCSM 3. Both staff members work as assistants in the two's classroom. Both stated that Child A has difficult behaviors, and she often will not let staff change her diaper. She will hit and kick staff and scream and tantrum when it's time to be changed. CCSM 2 stated she did not change Child A on the date of the incident.

CCSM 3 stated she checked Child A's diaper prior to circle time, which is around 9:00 am and Child A was dry. At 9:30 am, CCSM 3 checked Child A's diaper again, and it was dry. She was also dry at 3:00 pm. At 3:00 pm she went to preschool.

On 06/14/2023 I re-interviewed CCSM 3. She said that Child A went to the preschool classroom after naptime, and that she changed Child A in the morning and afternoon. CCSM 3 stated that Child A left in a school brand diaper. She mentioned that Child A was picked up from an individual who does not usually pick her up. She stated she is unsure why the preschool face to name attendance sheet indicates that Child A was moved to preschool at 10:40 am; she felt this was not accurate information. CCSM 3 does not recall a time that Child A was ever not changed at the center. She said Child A will throw tantrums during diaper changes but has never not been changed due to the tantrums.

On 04/11/2023 I received a daily sheet for Child A. Diaper changes were completed on 04/04/2023 and documented by CCSM 3 at 11:36 am and 2:38 pm.

I interviewed CCSM 4. She works in the preschool classroom. She stated on 04/04/2023 Child A was moved to the preschool room. CCSM 1 said Child A was giving staff in the two's classroom a hard time. She offered to take CCSM 1 in her room so she would not have to be sent home for the day. CCSM 4 said she did not change Child A's diaper. She was told that Child A was already changed, and she did not think about changing Child A at any other time because the children in her room are potty trained, so she was not thinking about it. She stated that Child A joined her room in the morning on 04/04/2023, however, she did not recall if Child A stayed for naptime or returned to the two's room prior to naptime.

According to attendance records from the preschool classroom, Child A was moved to preschool at 10:40 am and returned to the two's classroom at 3:40 pm. There were 13 children and 2 staff members, until 12:00 pm. At 12:00 pm there were 13 children and 1 staff. Attendance records from the two's classroom show that Child A arrived at the center at 9:00 am and departed at 5:10 pm.

I asked Ms. Bivens if ratios were met on 04/04/2023 and showed her the attendance records. She agreed that child care attendance records showed that CCSM 4 worked alone from 12 :00 pm to 3:40 pm. She stated that she thought CCSM 5 provided

coverage, and it is possible that she did not note herself on the attendance records. I was unable to interview CCSM 5. She was on a two-week vacation. On 06/14/2023 I called CCCSM 5. I left a voicemail message requesting a return phone call. A follow up phone call was not received. Ms. Bivens stated CCSM 5 no longer works for the facility.

Child A was 33 months on the date of the incident. Child care staff to child ratios for children ages 30 months to 3 years old is 1:8. The preschool classroom was out of ratio on the date of the incident.

On 04/05/2023 I contacted Child A's Mother by phone and email. A return call or email was not received.

APPLICABLE RULE	
R 400.8137	Diapering; toileting.
	(6) Diapers and training pants must be checked frequently and changed when wet or soiled.
ANALYSIS:	<p>According to daily sheets, Child A was changed when wet on 04/04/2023 at 11:36 am and 2:38 pm and was checked for wetness at 3:00 pm. However, Child A did not depart until 5:10 pm. There is no evidence on daily sheets or in interviews that Child A's diaper was checked between 3:00 pm and 5:10 pm.</p> <p>Ms. Bivins stated on 04/04/2023, Child A was moved to the preschool classroom (3 and 4-year-old room). There was a miscommunication between staff. The preschool classroom did not change her diaper because they did not realize she needed diaper changes. It was an oversight, on behalf of the center.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.8182	Ratio and group size requirements.
	(7) If there are children of mixed ages in the same room or well-defined space, then the ratio and group size is determined by the age of the youngest child, unless each group of children is clearly separated and the appropriate child care staff member-to-child ratios and group sizes, if applicable, for each age group are maintained.

ANALYSIS:	Child A was 33 months of the date of the incident. Child A was in the preschool room with a mixed age group. Child care staff to child ratios for children ages 30 months to 3 years old is 1:8. The preschool classroom was out of ratio on 04/04/2023 when there was 1 staff and 13 children from 12:00pm until 3:40pm.
CONCLUSION:	VIOLATION ESTABLISHED

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: (b) Preschoolers, 30 months of age until 3 years of age shall maintain a child care staff to child ratio of 1 to 8, with a group maximum group size of 16 children.
ANALYSIS:	Child A was 33 months on 04/04/2023. Child care staff to child ratios for children ages 30 months to 3 years old is 1:8. The preschool classroom was out of ratio on the date of the incident when there was 1 staff and 13 children from 12:00pm until 3:40pm.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable CAP, I recommend no change in the status of this child care license.

Michelle Fruehan

06/28/2023

Michelle Fruehan
Licensing Consultant

Date

Approved By:

Jacquelin Sharkey

06/29/2023

Jacquelin Sharkey
Area Manager

Date