



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

August 10, 2023

Jennifer Bennetts
Cre8ive Beginnings Of Farmington Hills Inc.
#503
12587 Fair Lakes Circle
Fairfax, VA 22033

RE: License #: DC630396400
Investigation #: 2023D0211013
The Learning Experience

Dear Ms. Bennetts:

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 400.8125(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: 05/25/2023 and 07/12/2023.

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.	☐	☒
A rule or law violation was found and abuse and/or neglect of a child occurred.	☐	☒

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", with a stylized flourish at the end.

Chimere Simmons, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(248) 881-6044

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC630396400
Investigation #:	2023D0211013
Complaint Receipt Date:	05/23/2023
Investigation Initiation Date:	05/25/2023
Report Due Date:	07/22/2023
Licensee Name:	Cre8ive Beginnings Of Farmington Hills Inc.
Licensee Address:	#503 12587 Fair Lakes Circle Fairfax, VA 22033
Licensee Telephone #:	(703) 472-5687
Administrator:	Jennifer Bennetts, Designee
Licensee Designee:	Jennifer Bennetts, Designee
Name of Facility:	The Learning Experience
Facility Address:	23500 Orchard Lake Rd Farmington Hills, MI 48336
Facility Telephone #:	(248) 427-0072
Original Issuance Date:	12/11/2018
License Status:	REGULAR
Effective Date:	06/11/2021
Expiration Date:	06/10/2023
Capacity:	153
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
On 05/02/2023, Child B was allowed to scratch Child A on both sides of his face.	No

III. METHODOLOGY

05/23/2023	Special Investigation Intake 2023D0211013
05/24/2023	Contact- Document sent Emailed complainant
05/25/2023	Special Investigation Initiated - On Site Onsite from 10:24 am to 11:50 am Interviewed program director and licensee designee, Jennifer Bennetts, Child Care Staff Member 1 (CCSM 1), CCSM 2, and CCSM 3.
07/05/2023	Contact - Telephone call made Left a voicemail for Child A's Mother.
07/05/2023	Contact - Telephone call made Left a voicemail for complainant.
07/05/2023	Contact - Telephone call made Spoke to Child C's Mother
07/06/2023	Contact - Telephone call made Left voicemail for Child B's Grandmother
07/06/2023	Contact - Telephone call made Called Child B's Mother; unable to leave message
07/12/2023	Inspection Completed – Onsite Onsite from 10:07 a.m. to 10:58 a.m.
07/12/2023	Contact – Telephone call made Called Child B's Grandmother; unable to leave a message.
08/07/2023	Exit Conference – Completed

08/07/2023	Special Investigation Full Compliance

ALLEGATION: On 05/02/2023, Child B was allowed to scratch Child A on both sides of his face.

INVESTIGATION: On 05/23/2023, the bureau received a complaint stating that Child B was allowed to scratch Child A on both sides of his face resulting in severe scratches on Child A's cheeks. The complaint stated that Child A had been scratched several times in the past and staff do not take precautions to prevent the incidents from occurring.

On 05/25/2023, I made an unannounced onsite inspection to the child care center from 10:24 a.m. to 11:50 a.m. I interviewed program director, Ms. Bennetts. I informed Ms. Bennetts of the complaint allegations. Ms. Bennetts was aware of the situation regarding the preschool 2 classroom and Child A's injuries. Ms. Bennetts shared that she was aware of ongoing behavioral challenges in the preschool 2 classroom including physical conflicts between the children. Some parents have expressed concern regarding the number of children in the classroom and only two child care staff members. Ms. Bennetts stated that many of the parents do not understand the ratio for the preschool 2 classroom of four to five- year- olds is 1 to 12. Many of the parents would see 20 children and think it is too many children for the staff members to handle. Ms. Bennetts shared that in efforts to address parent concerns and decrease the behavioral challenges in the classroom, a third child care staff member had been placed in the preschool 2 classroom. The third child care staff member had been in the classroom since the end of March beginning of April 2023.

Ms. Bennetts stated that behavioral issues were common among all of the children in the classroom, however, many of the incidents were between Child A and Child B. Ms. Bennetts shared a couple of the incident reports from Child A and Child B's files, and they involved different children. Many of the incidents that occur in the classroom do not require an incident report. Child A and Child B would often choose to play together in the classroom, but the children would also have a lot of conflict together as well. Ms. Bennetts stated there has been incidents in the past involving Child A and Child B, however, the latest incident was the worst she had ever seen. Child A had received severe scratches to both sides of his face by Child B, and Child A was bleeding pretty badly from the scratches. Ms. Bennetts was unsure if Child A's Mother took Child A to the doctor. Child A was absent from the child care center for one week and then returned. Child A's Mother was very upset regarding the incident and wanted to know what steps the center will take to prevent another incident. Child A's Mother stated she believes there were too many children in the classroom. Appropriate child care staff member to child ratios were explained to the parent as well as the center's decision to include a third staff member in the

classroom. Child A has had not been involved in any other incidents and is currently still in care at the center.

Child B no longer attends the child care center as of 05/11/2023. Ms. Bennetts stated that both children's parents were contacted after the incident. Child A's Mother was upset and wanted to know how it happened. Child B's Mother did not answer the phone, so Child B's Grandmother was contacted. Ms. Bennetts shared that Child B's Grandmother was concerned, and asked questions but was also frustrated because Child B's Mother was consistently unavailable, and Child B's Grandmother was the main point of contact. I asked Ms. Bennetts if she had spoken to Child B's Mother before the incident occurred regarding any behavioral concerns. Ms. Bennetts shared that prior to the incident (no specific date was given), she spoke to Child B's Mother, and she suggested a behavioral plan may need to be put in place for Child B due to the rising behavioral concerns in the classroom. Ms. Bennetts stated that Child B's Mother asked if she wanted her to find another child care center for Child B. Ms. Bennetts expressed to Child B's Mother that she did not want Child B to leave the center, however, they will need a plan to address Child B's behavior in the classroom. Ms. Bennetts stated that Child B's Mother did not agree to a behavioral plan or offer other suggestions.

The third child care staff member is no longer assigned to the classroom. Ms. Bennetts shared that after Child B stopped attending the child care center, the classroom and number of conflicts has decreased significantly.

On 05/25/2023, I interviewed CCSM 1. CCSM 1 has been working in the preschool 2 classroom for over a year. CCSM 1 shared that she did not witness the incident but stated that Child A and Child B were in the reading area when the incident happened during snack time. Child A and Child B either had their snack or didn't eat snack. CCSM 1 was assisting other children with snack and transition in the classroom when she heard screaming. When CCSM 1 turned, Child A had "tiger" scratches on both sides of his face, and he was bleeding pretty badly. CCSM 1 and the other staff separated the children, Ms. Bennetts was notified and removed Child A from the classroom to provide first aid to Child A. CCSM 1 shared that Child A was absent from the child care center for a week. CCSM 1 had not been informed if Child A went to the doctor after the incident. CCSM 1 stated that she did not speak to the parents, and she shied away from the conversation due to Child A's injuries; Ms. Bennetts spoke to both parents.

CCSM 1 stated that the classroom can be chaotic from time to time and all the children, especially the boys, often have conflict. CCSM 1 shared that there has been ongoing conflict between Child A and Child B; they would try to keep the children separated, however, the children were very close and liked to play together. Because there had been so many conflicts and behavioral issues in the classroom, a third child care staff member had been placed in the classroom. CCSM 1 stated that there would be two staff members on the tile floor and one staff member on the carpet to supervise the children. CCSM 1 stated that when children in the classroom

have conflict, the children are separated. After the children are separated, they ask the children what happened and talk through the conflict. If children do not want to talk to them, they have the option of going to “Bubbles” at the Negotiation Station—an area of the classroom that has a photo of Bubbles the elephant and a sign that says, “negotiation station”. If the children do not want to go to Bubbles, then they are given the option of playing with a calming basket and choosing one of the calming toys.

CCSM1 shared that the children typically have more verbal conflicts than physical. Many of the conflicts are territorial over toys or other items in the classroom. If the conflicts are physical and result in an injury (major or minor), an incident report is completed. CCSM 1 said that there has not been a lot of conflicts in the classroom since Child B no longer attends the child care center. Because the classroom has been calmer with fewer conflicts, the third child care staff member is no longer in the classroom.

On 05/25/2023, I interviewed CCSM 2. CCSM 2 was present in the classroom when the incident took place. CCSM 2 shared that she typically walks around the classroom to supervise the children and assist them when needed. As she was walking around the classroom, she heard Child A screaming and crying. When she looked in the direction of the children, Child B was clawing at Child A’s face. CCSM 2 shared that she was shocked at seeing Child B clawing and scratching at Child A’s face. CCSM 2 shared that it was the first time she had ever seen Child B do something like that. CCSM 2 stated that she usually tries to catch Child B before he becomes physical with a child, but Child A and Child B were playing together without issues prior to the incident. CCSM 2 stated that many of the children including Child B did not have specific triggers outside of seeing something they want and simply taking it from other children, which would lead to conflicts in the classroom. CCSM 2 stated that they would try to separate the confrontational children, however, with 23 children and it can be difficult. CCSM 2 stated that Child A and Child B were the main aggressors in the classroom. The staff members try to keep the children split up into smaller groups, but the children have the option of choosing their activities during choice time.

On 05/25/2023, I interviewed CCSM 3. CCSM 3 was placed in the classroom as the third staff member due to the behavioral concerns in the classroom. CCSM 3 typically covers staff breaks for other staff members and fills in when needed. CCSM 3 was placed in the classroom in April as the “third set of eyes” initially, but generally assisted Child A or Child B depending upon the behaviors the children were exhibiting that day. CCSM 3 stated that she would assist other children in the classroom as well throughout the daily routine. CCSM 3 shared that she, CCSM 1, and CCSM 2 would help each other in the classroom when the children would become overwhelmed or have “angst”.

CCSM3 said that she witnessed the end of the incident between Child A and Child B. CCSM 3 was on the tile floor and Child A and Child B were in the reading area, which is across the room against the wall. Child A went behind the bookcase and

said he wanted to get a car that Child B had. Child A was reaching behind Child B for the toy when Child B began hitting Child A then began to scratch at his face. Child A's injuries as a result of Child B scratching his face were really bad, as Child A's cheeks were bleeding. CCSM 3 could not recall who notified Ms. Bennetts but stated Ms. Bennetts was notified immediately, and assisted Child A with first aid.

CCSM 3 did not speak to the children's parents but shared she heard Child A's Mother was very upset. Child B's Grandmother picked up Child B from the child care center that day. The following day, while dropping Child B off at the child care center, Child B's Mother saw the incident report, but did not sign it. Child B's Mother tore the incident report and walked out of the child care center leaving Child B in care.

CCSM 3 shared when children have conflict in the classroom, they get the children's attention, ask what happened, offer the children choices, and/or redirect them. CCSM 3 shared she hopes Child B really likes his new center, and she feels the other staff members did the best they could to reduce and prevent physical conflicts among the children in the classroom. CCSM 3 stated a week after the incident there has not been many incidents in the classroom. When Child A returned to the center, Child B had already been withdrawn from care. Child A has not had many conflicts with other children and is not acting out as much. Because the classroom has been manageable with less incidents, CCSM 3 is no longer the third staff member in the classroom. CCSM 3 has resumed her normal job duties.

On 07/05/2023, I spoke to Child C's Mother. Child C's Mother shared that Child C has attended the child care center for almost four years. Child C's Mother said that overall, she is very happy with the service and care provided by the center. Child C's Mother stated that she was aware that some of the children were "rowdy" in the classroom, however, they are "children". Child C's Mother believes the classroom is always in ratio and appreciated the third staff member that was placed in the classroom. Child C's Mother shared that there has not been many conflicts or behavioral issues in the classroom lately.

On 07/12/2023, I made an unannounced onsite inspection to the child care center. I spoke with Ms. Bennetts, who shared that the preschool is doing very well. The center is running the summer camp program with many of the children from the program year are attending summer camp. Ms. Bennetts shared that CCSM 1 and CCSM 2 remain the two staff members assigned to the classroom. The center has additional staff so many classrooms receive extra support from time to time outside of regular and scheduled breaks. Ms. Bennetts said she makes it a practice to have the extra staff assist in all the classrooms. Ms. Bennetts has not spoken with Child B's Mother since Child B withdrew from the center, and the last contact with Child B's Grandmother was in June.

During the unannounced onsite inspection, I observed the preschool 2 classroom. There were 19 children present with CCSM 1 and CCSM 2. The children were

engaged in a variety of activities including independent and small group activities. At two tables on the tile floor, CCSM 1 sat with a group of children while CCSM 2 sat with another group of children. There were several small groups of children on the floor playing with various toys including magnet tiles, manipulatives, and blocks, while two children sat at the computer engaged in interactive games. Child A was seated on the carpeted floor with another child playing with manipulatives. The children were laughing, talking, and playing. The overall tone of the classroom was calm as children moved from one activity of their choice to the next. Two children engaged in a brief verbal conflict over a toy. One child screamed, "I want it, give it to me!", when CCSM 2 got up from the table and walked to the child asking the child what happened. The child turned and walked away to the "negotiation station" in the classroom. The child looked at the picture of Bubbles the elephant and began talking in a low voice to the picture. Ms. Bennetts explained that the children can tell Bubbles their problems if they are angry, or sad, or however they are feeling. After about two minutes the child went to another area of the classroom and began playing with other children.

On 05/24/2023, I sent an email to the complainant asking for a return call. On 07/05/2023, left a voicemail for the complainant asking for a return call. The complainant did not return my call or email. Child A's Mother did not return my call, no further information was obtained. Child B's Mother and Grandmother did not return my calls, no further information was obtained.

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:	Child care staff members provided appropriate care and supervision of Child A and Child B in the classroom when Child B scratched Child A's face.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change to the status of the license.

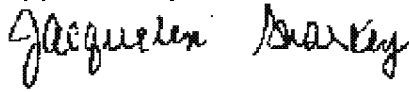


08/09//2023

Chimere Simmons
Licensing Consultant

Date

Approved By:



08/10/2023

Jacquelin Sharkey
Area Manager

Date