



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

April 5, 2023

Santrece Roberts  
Caterpillar Corner Childcare Center L.L.C.  
2168 N. Cedar St.  
Holt, MI 48842

RE: License #: DC630402314  
Investigation #: 2023D0019008  
Caterpillar Corner Childcare Center

Dear Ms. Roberts:

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:

<b>R 400.8125</b>	<b>Staff; volunteer; requirements.</b>
<b>R 400.8155</b>	<b>Child accidents and incidents; child and staff illness.</b>

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 members (CCSM) and, parents.
- I completed on-site inspections on the following dates: 02/07/2023 and 03/06/2023.

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

<b>R 400.8125</b>	<b>Staff; volunteer; requirements.</b>
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I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 04/26/2023. 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.

<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,



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**

<b>License #:</b>	DC630402314
<b>Investigation #:</b>	2023D0019008
<b>Complaint Receipt Date:</b>	02/02/2023
<b>Investigation Initiation Date:</b>	02/02/2023
<b>Report Due Date:</b>	04/03/2023
<b>Licensee:</b>	Caterpillar Corner Childcare Center L.L.C.
<b>Licensee Address:</b>	2168 N. Cedar St. Holt, MI 48842
<b>Licensee Telephone #:</b>	(517) 889-5348
<b>Administrator:</b>	Santrece Roberts, Designee
<b>Licensee Designee:</b>	Santrece Roberts, Designee
<b>Name of Facility:</b>	Caterpillar Corner Childcare Center
<b>Facility Address:</b>	770 E Walton Blvd Pontiac, MI 48340
<b>Facility Telephone #:</b>	(517) 889-5348
<b>Original Issuance Date:</b>	11/24/2020
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	05/24/2021
<b>Expiration Date:</b>	05/23/2023
<b>Capacity:</b>	50
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Child A (four-year-old, female) was scratched in the face by Child C (three-year-old, male).	Yes
Child A sustained a head injury and Child A's Mother was not notified by the center.	No
Child B (three-year-old, female) was scratched by Child C.	Yes

## III. METHODOLOGY

02/02/2023	Special Investigation Intake 2023D0019008
02/02/2023	Special Investigation Initiated - Telephone spoke to the complainant
02/02/2023	Contact- Spoke to Child A's Mother
02/02/2023	Contact - Telephone call received. spoke to Program Director, Bobbie Jo Theodore
02/07/2023	Inspection Completed On-site interviewed program director, Ms. Theodore
02/07/2023	Contact - Document Received attendance records, boo-boo report, policy of reporting injury
03/06/2023	Inspection Completed On-site from 2 pm to 3pm. I interviewed Ms. Theodore, Child Care Staff Member (CCSM) A, and Child Care Staff Member (CCSM) B
03/06/2023	Contact - Document Received face to name sheets, child information cards, incident/behavior report
03/06/2023	Contact - Telephone call made spoke to Child C's mother
03/06/2023	Exit Conference With Ms. Theodore

## **ALLEGATION:**

- **Child A (four-year-old, female) was scratched in the face by Child C (three-year-old, male).**
- **Child A sustained a head injury and Child A's Mother was not notified by the center.**

## **INVESTIGATION:**

On 02/02/2023, I spoke to the complainant. The complainant stated that children are not supervised appropriately at the center. Child A was scratched by another child multiple times and the center is not doing anything about it. Child A received a head injury and there was no contact by the center.

On 02/02/2023 I spoke to Child A's Mother. She stated that Child A attended Caterpillar Corner from 1/23/2023 to 2/01/2023. Child A attended the blended Great Start Readiness Preschool (GSRP)/tuition preschool classroom. CCSM A (lead caregiver) and CCSM B (assistant) both worked in this classroom during each incident.

Child A's Mother said Child A sustained two injuries during the time that she was enrolled at this center. She said on 01/23/2023, she observed that Child A had a large bump on the right side of her forehead. The bump was along her hairline. On 02/01/2023 she noticed Child A had scratches on the left and right side of her head near her eyes. She said the scratches were deep and there were several. The left side of Child A's face had at least five scratches and her right eye was swollen due to scratches near her right eyelid. Child A's Mother stated that these injuries occurred while Child A was at the center.

On 01/23/2023, Child A's Mother said that the program director did not call to tell her what happened and that she received a handwritten note (Incident Report) when she picked Child A up at the end of the day. She signed the note.

On 02/01/2023, Child A's Mother picked Child A up from the child care center. She immediately noticed that Child A had scratches on her face. She asked Ms. Theodore what happened to Child A's face, and Ms. Theodore replied that she was unsure and would need to follow up with CCSM A and CCSM B to determine what occurred. Child A did not receive medical care from a physician; however, Child A's Mother applied a healing ointment to the affected area. She stated that Child A is not sleeping well and is scared to return to the facility. Child A's Mother requested information regarding the incident and how it occurred. She is concerned with the supervision of children at the facility and fears for Child A's safety when she is at the center. An incident report was provided; however, she did not sign it. She took it with her.

On 02/01/2023, I received a phone call from Ms. Theodore. She indicated that there was an incident at the facility and wanted to notify the department. She stated that Child A received a bump on her head while she was at the child care facility. She said she

should have called Child A's Mother but got busy and did not call but did provide a written report of the incident. She stated the bump was minor in nature and the child obtained the injury when she fell into a shelf. Ms. Theodore said Child A had scratches on her face that were not present before coming to the center. Ms. Theodore was not sure what happened to Child A, since the assigned staff members had already left for the day. She informed Child A's Mother that she would speak to staff members and review video footage from 02/01/2023 of the GSRP/tuition classroom and let her know her findings.

She observed the following:

*At 9:45 am, another child scratched Child A on the right side of her face. Staff did not notice the incident.*

*At 2:49 pm, another child scratched Child B on the left side of her face. Staff did notice the incident.*

Ms. Theodore stated she reached out to Child A's Mother to inform her of the findings; however, she received no response. She left a voicemail message.

On 02/07/2023 I conducted an unannounced onsite inspection. The center was closed due to COVID-19 precautions; however, Ms. Theodore was at the facility. I interviewed her. She confirmed that Child A bumped her head at the facility on 01/23/2023 and was scratched by Child C on 02/01/2023.

Ms. Theodore said that Child C has a history of scratching other children and is on a behavioral plan. She explained that the plan is for staff members in the room to be right next to him at all times and reward Child C's positive behaviors/interactions with others.

Ms. Theodore said in the morning of 02/01/2023, CCSM A was assisting another child in the classroom and CCSM B was leading circle time with the rest of the children, when Child A was scratched. Neither staff member observed the scratch occur. CCSM A was near the child, however, she did not see or hear the incident.

On the same day, Child C scratched Child A a second time. The second time was in the afternoon. Child A swept the floor and swung a broom around in a circle around herself. While doing this she hit Child C with the broom. Child C fell to the ground. He got up and Child C pushed Child A. Child A pushed him back and Child C scratched Child A. This incident was observed by CCSM B, and an incident report was written and provided to Child A's Mother. A copy of this report was not available because Child A's Mother took the report and did not return it to the facility.

On 03/06/2023 I conducted a second onsite inspection. I interviewed CCSM A (lead GSRP caregiver) and CCSM B (assistant GSRP). Both staff members work full days, Monday through Thursday in the GSRP classroom.

CCSM A has worked at the center since September 2022. She said she did not recall the specific incident on 02/01/2023, but knew the scratches occurred because she observed it happen on camera footage.

She observed the incident on 01/23/2023. no, this was observed in the classroom. She stated Child A is a very active child and tends to fall frequently.

She said Child C is a scratcher and he is quick to scratch other children. Ms. Theodore told them verbally, that Child C needs to be kept close by at all times. CCSM A stated it can be difficult to focus on him exclusively, when she has to lead the group and take care of other children, too.

CCSM B has worked at the center since November 2022. He did not recall the incident on 01/23/2023 or the morning scratch on 02/01/2023, but he did recall the afternoon scratch on 02/01/2023. CCSM B said he was near Child C but was not quick enough to stop the scratch. He stated Child A and Child C pushed one another then Child C scratched Child A. He completed an incident report.

I received a copy of the incident report. The written report confirmed Ms. Theodore's recollection of the incident. The report was dated 01/23/2023 with a time stamp of 8:45 am. The report was signed by Child A's Mother.

I received and reviewed child and staff attendance records. On 01/23/2023, there were ten children and two staff members; CCSM A and CCSM B. On 02/01/2023, there were nine children and two staff members in the classroom. This is a mixed age group of 3- and 4-year-olds. The required child to CCSM ratio is one staff member for every ten children. Ratios were met during all incidents.

On 03/07/2023, I received a plan for Child C. This plan was created and shared with staff on 01/02/2023.

### *Behavioral plan for Child C*

*I talked with all the teachers that have contact with him. We talked about positive reinforcement. Every teacher that was in the classroom must be buddies with Child C. We must always stay at his side while he is in our care.*

Both CCSM A and CCSM B stated that when there is an incident, they provide care to the child and complete an incident report. The incident report is given to parents upon pick up. CCSM will notify Ms. Theodore if an incident report is completed.

I received and reviewed the accident and injury policy for the center. This policy states the following:

The purpose of this policy is to ensure that when an accident occurs at Caterpillar Corner appropriate action is taken and accurate information is recorded and

communicated. An accident is classed as an occurrence which has resulted in an injury to one or more persons.

**Who is Responsible:**

It is the responsibility of every staff member to ensure that accidents and injuries are dealt with in a timely matter. It is the responsibility of the Director to ensure that all members of staff have knowledge of first aid and CPR. It is the responsibility of the staff member who has administered first aid to write the accident report and ensure it is signed by the parent or other caregiver of the child or children involved.

On 02/02/2023, I observed video footage of the incidents that occurred on 02/01/2023. Video footage of the morning incident shows Child A and Child C in the kitchen area. Child C scratched Child A when both children tried to play near the play kitchen. CCSM A was in the area of Child C; however, the scratch was not observed. The afternoon video footage shows Child A sweeping the floor and swinging a broom around. She hit Child C, and he fell to the floor. Child A and Child C pushed each other and Child C scratched Child A on the side of her face. CCSM B was in the area of Child C and intervened. He separated the two children then brought them together to problem solve.

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff; volunteer; requirements.</b>
	<b>(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.</b>
<b>ANALYSIS:</b>	Appropriate care and supervision were not provided. On 02/01/2023, Child A was scratched twice. The first scratch was observed on video footage; however, it was not noticed by CCSM A or CCSM B. The second scratch occurred when the designated behavior plan was implemented. CCSM A and CCSM B were not right next to Child C, which resulted in an inability to stop the scratch from occurring.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.8155</b>	<b>Child accidents and incidents; child and staff illness.</b>
	<b>(1)A center shall have a written plan for how and when a parent is notified when personnel observe any of the following:</b> <b>(b) A child experiences an accident, injury, or incident.</b>

<b>ANALYSIS:</b>	On 01/23/2023, Child A sustained an injury at the center when she tripped and fell into a shelf. Child A's Mother was notified of the incident. She signed an incident report. On 02/02/2023, a second incident report was provided to Child A's Mother, however, she did not sign it.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: Child B (three-year-old, female) was scratched by Child C.**

**INVESTIGATION:**

On 03/06/2023 I spoke to Child B's Mother. She stated that Child B was scratched three times at the facility. Child B was scratched one time each, in September, December, and March. Child B's Mother is very concerned about the safety of the children and feels not enough is being done to prevent children from harming one another while in care. She said, the first time she observed a scratch on Child B was in September 2022. She could not recall the date. In December 2023, Child B was scratched on the neck. She asked Child B what happened, and she stated that Child C scratched her. When she asked Ms. Theodore what occurred, Ms. Theodore said she did not observe a scratch on Child B or observe Child C scratch Child B. An incident report was not completed, because the center was not aware the incident had occurred. Child B's Mother requested a meeting with Child C's parents, center staff, and herself, but was told that would not be possible. She stated she would like to meet with the owner, but no one ever followed up with her.

On 03/02/2023, the complainant received a phone call from Ms. Theodore indicating that Child B was scratched on the right side of her face. After the phone call, she went to the center to pick up Child B. When she arrived, she observed scratches on the right side of Child B's face from the top of her eye down to her chin. She received an incident report that stated Child B took a toy from another child, which resulted in the other child scratching Child B.

She is aware that Child C has a history of harming other children and did not feel the center is doing enough to keep other children safe.

On 03/06/2023 I interviewed Ms. Theodore and CCSM A and CCSM B. CCSM A and CCSM B worked in the classroom with nine children on 03/02/2023. Child B and Child C were present. A GSRP Specialist was also in the room at the time of the incident.

I interviewed Ms. Theodore. She confirmed Child A was scratched on the right side of her face in the GRSP classroom on 03/02/2023. As soon as she was made aware of the incident, she contacted Child B's Mother. She was informed by CCSM A, that Child C scratched her, too. She said he scratched her because she told him to wait (his turn)

during circle time. At this time Ms. Theodore called Child C's parents to come and get him for the day.

Ms. Theodore indicated that Child C has a behavioral plan, and all staff were made aware of the plan. The plan consists of keeping Child C close by at all times to help monitor his behaviors.

Ms. Theodore reviewed video footage from 03/02/2023. The footage shows Child C playing at a table with toys on it. Child B walked up to the table, took one of the toys off the table, and walked away. Child C came up behind her and scratched the right side of her face.

I interviewed CCSM A. She stated on 03/02/2023, she was asked by the GSRP Specialist to put up a daily routine on the wall, so she worked on that. She was not shadowing him. CCSM A indicated she spends the whole day trying to shadow him; however, it is difficult when she is the lead staff member and has other responsibilities, too. She stated that staff take turns shadowing Child C, it is not one person assigned to him. CCSM A said she did not observe the incident directly. She saw it on video footage at a later time.

I interviewed CCSM B. He stated he was doing art with children and CCSM A worked on something else. He said they were not right on him at the time of the incident. He also stated it was difficult to provide Child C with the level of support needed when he has other children to supervise and provide care to. He confirmed he observed what was seen in the video footage.

CCSM A, CCSM B, and Ms. Theodore stated when Child C scratched, he was told to use, "gentle hands," "that hurts your friend," or "that's not okay." Ms. Theodore said she would go into the classroom and talk to Child C after scratching incidents, but she was not sure he could comprehend what she said to him. She stated he has limited language and often uses a pacifier to self-regulate.

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff; volunteer; requirements.</b>
	<b>(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.</b>

<b>ANALYSIS:</b>	Appropriate care and supervision were not provided. On 03/02/2023 Child C's behavioral plan was not implemented when Child B was scratched. CCSM A was putting up a daily routine and CCSM B was doing art. Child C played at a table away from both staff members.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

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

*Michelle Fruehan*

04/04/2023

\_\_\_\_\_  
Michelle Fruehan  
Licensing Consultant

Date

Approved By:

*Jacquelin Sharkey*

04/05/2023

\_\_\_\_\_  
Jacquelin Sharkey  
Area Manager

Date