



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

September 13, 2023

Karen Richter  
The Felician Sisters Child Care Centers, Inc.  
36800 Schoolcraft  
Livonia, MI 48150

RE: License #: DC630413899  
Investigation #: 2023D0019020  
St. Joseph Child Care Center

Dear Ms. Richter:

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

- I interviewed the program director, child care staff member, and parents.
- I completed on-site inspections on the following dates: 07/24/2023.

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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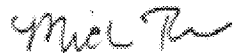
I recommend no change to the current license status.

<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>	DC630413899
<b>Investigation #:</b>	2023D0019020
<b>Complaint Receipt Date:</b>	07/19/2023
<b>Investigation Initiation Date:</b>	07/24/2023
<b>Report Due Date:</b>	09/17/2023
<b>Licensee Name:</b>	The Felician Sisters Child Care Centers, Inc.
<b>Licensee Address:</b>	36800 Schoolcraft Livonia, MI 48150
<b>Licensee Telephone #:</b>	(734) 793-3851
<b>Administrator:</b>	Karen Richter, Designee
<b>Licensee Designee:</b>	Karen Richter, Designee
<b>Name of Facility:</b>	St. Joseph Child Care Center
<b>Facility Address:</b>	161 Bassett Pontiac, MI 48341
<b>Facility Telephone #:</b>	(248) 858-6667
<b>Original Issuance Date:</b>	09/29/2022
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/28/2023
<b>Expiration Date:</b>	03/27/2025
<b>Capacity:</b>	140
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	Violation Established?
On 7/14/2023, Child A (1-year-old, female) was left outside on the playground unsupervised for seven minutes.	Yes

## III. METHODOLOGY

07/19/2023	Special Investigation Intake 2023D0019020
07/19/2023	Incident Report Received
07/20/2023	Contact - Telephone call made left voice mail message for Program Director, Dawn Carene
07/24/2023	Special Investigation Initiated - Telephone spoke to program director Dawn Carene
07/25/2023	Inspection Completed- onsite. I interviewed CCSMs 1, 2, 3, and 4, Program Director, Dawn Carene.
07/25/2023	Contact - Document Received child information record and attendance records
07/25/2023	Exit Conference with Ms. Carene.
07/26/2023	Contact - Document Sent sent email to Licensee Designee Karen Richter
09/11/2023	Inspection Completed-BCAL Sub. Compliance

**ALLEGATION:** On 7/14/2023, Child A (1-year-old, female) was left outside on the playground unsupervised for seven minutes.

**INVESTIGATION:** On 07/19/2023, I received an incident report from Ms. Carene. (The department staff received the incident report on 07/16/2023; however, it was sent to a different consultant.) The report stated the following: Child A was left unsupervised on the toddler playground for about 7 minutes. Ms. Carene found Child A outside on the playground alone. Ms. Carene looked out the classroom 6 window

and noticed Child A was outside alone. She immediately went to Child A and checked her for injury or signs of distress. Child A was happy and unharmed. Ms. Carene returned Child A to classroom 4 (ages 12 months old through 30 months).

On 07/20/2023 I called Ms. Carene and left a voicemail message requesting a return phone call. On 07/24/2023, I called the center and spoke to Ms. Carene. She explained that Child A was in the midst of transitioning from the infant room to the toddler room. Child A was assigned to be in room 4 for outdoor time and meal time with CCSM 1 and CCSM 4 on the date and time of the incident. After outdoor time and meal time, Child A was scheduled to return to the infant room. Both CCSM 1 and CCSM 4 were aware of the transition plan, as Ms. Carene notified them that Child A would be moving rooms at an earlier date.

Ms. Carene informed me of the staffing assignments on the day the incident occurred. She said CCSM 4 was on break at the time of the incident and CCSM 2 provided coverage. She notified Child A's Father on the date of the incident and talked to staff about the importance of providing supervision on the date the incident occurred. Ms. Carene stated the center has video footage of the incident and that she has viewed it.

On 07/25/2023 I conducted an announced onsite inspection at St. Joesph's Child Care Center in Pontiac. I observed classroom 4 and the playground. An exit door in classroom 4 opens to a fully fenced toddler playground. I interviewed CCSMs 1, 2, 3, and 4, and Ms. Carene.

I interviewed CCSM 1. CCSM 1 works Monday through Friday with CCSM 4 in classroom 4. On 07/14/2023, CCSM 1 and CCSM 4 took children in classroom 4 outside to the playground around 10:00 am. This is the scheduled time for the class to be outside. Child A was already in the classroom when the class went outside. Classroom 4 and classroom 6 were outside at the same time. At 11:00 am, CCSM 2 came outside to provide break coverage for CCSM 4. CCSM 4 went on break at 11:00 am and returned about an hour later. CCSM 1 is scheduled to prepare lunch and leaves the classroom daily between 11:30 am and 12 :00 pm. He did not recall the exact time he prepared lunch on 07/14/2023, and CCSM 3 provided classroom coverage to meet ratio requirements.

CCSM 1 said Child A was transitioning into the toddler room. Child A was scheduled to be in classroom 4 for outdoor and meal time. CCSM 1 was aware that Child A was in the classroom and would be enrolled full days in classroom 4 in the following week. Ms. Carene and families are responsible for decisions regarding classroom transitions, but classroom staff are aware and implement the plan.

CCSM 1 recalled that classroom 6 went inside around 11:15 am. Classroom 4 started to clean up the playground around 11:20 am. CCSM 1 said the children were not listening and it was stressful. The children ran away from him and ignored his requests to come inside. He did not ask CCSM 2 for help with the children because

he does not usually work with her, and she doesn't know the children very well. CCSM 1 did not ask CCSM 2 to count children when they were transitioned inside. He stated he usually counts children and completes a roll call sheet when they come back inside after outdoor time, but he did not on the date of the incident. CCSM 1 said he was feeling overwhelmed by cleaning the playground, moving children inside, and the task of preparing lunch. He stated he was not in the classroom when Ms. Carene brought Child A back inside.

CCSM 2 is a floater. She provides break coverage for staff and covers staff absences. On 07/14/2023, she was informed by Ms. Carene to cover CCSM 4's break at 11:00 am. She had never worked in classroom 4 or with CCSM 1 before. She was not familiar with the classroom routine or children in the class. She observed a roll call sheet outside with classroom 4. She reviewed it and saw that there were five children on that list. She said she could not complete a face to name check because she did not know the children in the class. She was never introduced to the children. Classroom 4 stayed outside until 11:20 pm or so. CCSM 1 called children to the door and helped them clean up items. CCSM 1 confirmed that five children came inside.

CCSM 2 took four children to the bathroom (inside classroom 4) and changed their diapers. CCSM 1 changed a fifth child. After diapering, CCSM 3 arrived and CCSM 1 left the room to make lunch. CCSM 2 sat with children at the table and sang songs to them for about five or ten minutes. While she sang, Ms. Carene came into classroom 4 from the playground exit door holding Child A. Ms. Carene did not say anything. She put Child A down and walked out of the classroom. CCSM 2 added Child A's name to the roll call sheet.

I interviewed CCSM 3. She is an administrative staff but provides staff coverage as needed. She did not recall what time she arrived in classroom 4 to provide coverage for CCSM 1 so he could prepare lunch. CCSM 3 said she stood and listened and sang along to the songs CCSM 2 was singing to the children. She stated she did this for about ten minutes. She observed Ms. Carene enter the room with Child A from the playground door exit. She did not observe what time it was. Child A appeared unharmed and was not upset or crying. Ms. Carene left the room. A few minutes later, CCSM 4 returned from her break and CCSM 3 left the classroom.

CCSM 3 said that Child A was not listed on the roll call sheet because children are not moved until they are in their permanent room. The center does not move children to a different roll call sheet unless they are officially in that classroom.

I interviewed CCSM 4. She was on lunch break at the time of the incident. CCSM 4 confirmed that there were six children in classroom 4. She said Child A was transitioning and that the week of the incident was the first week that Child A used the playground. CCSM 4 said she did not add Child A to the face to name check sheets; CCSM 2 did that.

I interviewed Ms. Carene. She said she has provided additional training to staff regarding the importance of counting children during transitioning periods, and staff should always maintain a line of sight with children. Ms. Carene stated she would send me video footage. She does not have it onsite. The footage was with the licensee. I provided technical assistance on adding transitioning children to face to name sheets and maintaining consistent staffing during break times.

On 07/26/2023, I emailed the licensee designee Karen Richter. I informed her that I received an incident report for the center regarding Child A being left outside. Ms. Richter was already aware of the incident and allegation of improper supervision of Child A. She reviewed video footage herself.

On 07/26/2023, I was sent video footage of the incident from Ms. Richter. The video shows CCSM 1 and CCSM 2 enter the classroom with five children with a time stamp of 2:48 into the video. Child A is carried in by Ms. Carene with a time stamp of 13:29 into the video. This is roughly a ten-minute time frame. The time Ms. Carene spent outside with Child A before coming into classroom 4 is not evident.

On 09/11/2023, I spoke to Child A's Father. He stated that he received a phone call from Ms. Carene on the date of the incident. Ms. Carene informed him of the incident and told him that new procedures were being implemented to ensure that this does not occur again. Child A's Father stated that his family likes the center and staff and does not have any concerns regarding the care and supervision at the facility.

On 09/11/2023, I completed an exit conference with Ms. Carene. She stated that additional measures have been put into place to assist with the supervision. Ms. Carene said that all staff have been training in ProCare. This allows attendance to be tracked digitally. Dry erase boards with attendance have been added to the wall next to the playground exit door, both inside and outside of the building. Roll call sheets are taken outside and everywhere else a class goes.

<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 at all times. Through video footage and staff interviews, I determined that on 07/14/2023, Child A was left unattended, outside on the playground for seven to ten minutes.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend no change in the status of this child care license.

*Michelle Fruehan*

09/13/2023

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Michelle Fruehan  
Licensing Consultant

Date

Approved By:

*Jacquelin Sharkey*

09/13/2023

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Jacquelin Sharkey  
Area Manager

Date