



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

REDACTED REPORT

August 17, 2023

Rebecca Miller
[Redacted]

RE: License #: DC670343818
Investigation #: 2023D1080014
Grandmas House Childcare

Dear Rebecca Miller:

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.
- R 400.8140 (2)(a) Discipline.

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

- I interviewed the program director/licensee designee, child care staff members, parents, and others with relevant information.
- I completed on-site inspections on the following dates: 06/07/2023.

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.

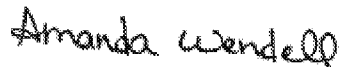
During this special investigation:	Yes	No
A rule or law violation was found and a serious injury or death occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A rule or law violation was found and abuse and/or neglect of a child occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

You will be sent two copies of this report. One is **not for public disclosure** and one is a **redacted report**.

- The report marked ***not for public disclosure*** is for your records only. This copy may contain legally protected information. It must not be placed in your licensing notebook.
- The report marked ***redacted report*** may have some legally protected information blacked out. The ***redacted report*** and any related corrective action plans must be placed in your licensing notebook. The ***redacted 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,



Amanda Wendell, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30837
Lansing, MI 48909
(231) 492-5410

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC670343818
Investigation #:	2023D1080014
Complaint Receipt Date:	06/06/2023
Investigation Initiation Date:	06/07/2023
Report Due Date:	08/05/2023
Licensee Name:	Rebecca Miller
Licensee Address:	[REDACTED]
Licensee Telephone #:	[REDACTED]
Administrator:	N/A
Licensee Designee:	
Name of Facility:	Grandmas House Childcare
Facility Address:	[REDACTED]
Facility Telephone #:	[REDACTED]
Original Issuance Date:	09/13/2013
License Status:	REGULAR
Effective Date:	09/13/2021
Expiration Date:	09/12/2023
Capacity:	150
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Licensee Rebecca Miller did not provide appropriate care and supervision of Child A (2-year-old, female) when she held her arms so tightly that they turned purple and red.	No
Rebecca Miller inflicted corporal punishment on Child A by holding her up by her arms so tightly that they turned purple and red.	No

III. METHODOLOGY

06/06/2023	Special Investigation Intake 2023D1080014
06/07/2023	Special Investigation Initiated - On Site 12:00-1:00 P.M. Interviewed staff and parents
07/24/2023	Exit Conference Attempted with Rebecca Miller. No answer and could not leave a message. Sent emailed requesting return call.

ALLEGATION: Licensee Rebecca Miller did not provide appropriate care and supervision of Child A (2-year-old, female) when she held her arms so tightly that they turned purple and red.

INVESTIGATION: On 06/07/2023, I received a complaint alleging that, on 06/06/2023 at approximately 9:40 A.M., Rebecca Miller was observed holding a two-year-old female child by the arms. The child was standing in front of Rebecca Miller and she held the child's biceps in a closed grip. Rebecca Miller was holding both arms tight enough for the arms to be a purple red. The child was having a tantrum and picking her own feet off the ground because Rebecca Miller was holding her so tight. She kept telling the child, "You are going to hurt your arms," over and over while she held them so tight they were red. The allegation stated that Rebecca Miller was going to hurt the child's arms, not the child. She kept telling the child, "All you have to do is go sit down." Eventually Rebecca Miller carried her in a horizontal position to the office. It is believed that she was holding the child's arms tight enough that a bruise could be left.

This investigation was completed jointly with [REDACTED]. [REDACTED] He received the complaint on the day of the incident and went to the center. According to his report, he spoke with a child care staff member, as Rebecca Miller was not present, who was able to identify Child A from the details of the allegation. [REDACTED] observed Child A

napping and was able to see one arm that did not have bruising but could not see the other arm.

██████████ contacted Child A's Mother, who had just been made aware of the incident and the investigation from Rebecca Miller. Child A's Mother denied any history of concerns regarding the child care. She has never had concerns with Rebecca Miller and does not believe she would do anything to harm her child or any other.

On 06/07/2023, ██████████ and I completed an onsite inspection. Rebecca Miller reported that the alleged incident occurred outside the 2.5-3-year-old classroom. CCSM1 was the acting lead caregiver in the room that day, as the assigned lead caregiver was out. CCSM1 called Rebecca Miller in the office, stating that Child A had kicked another child, was told to use gentle hands and feet, and then kicked and punched CCSM1. Rebecca Miller went to the classroom to assist, asking Child A to come to the hallway, with the intent of taking her to the office to calm down. It is not uncommon for Child A to get upset with others in the room. Rebecca Miller talked with Child A in the hallway, then asked her to come to the office to sit with her until she was ready to be back with her peers. Child A continued to escalate, stomping her foot. Rebecca Miller reported that she knelt down to Child A's level to talk to her. She had her hands on Child A's arms but was not squeezing them. She stated that Child A continued to stomp her foot and then went limp like she was going to throw herself to the ground, at which point Rebecca Miller grabbed her arms. She did this because there was a bench next to where they were talking, and she was afraid Child A was going to hit her head falling to the ground. While holding her arms she then gently lowered Child A to the ground. She denied using excessive force to grip Child A's arms. She did not recall Child A's arms turning purple. She does not think she could squeeze a child's arms hard enough to cause them to turn purple. She denied holding Child A up in the air by her arms. She just caught her to control her fall and lower her safely to the floor. After this, Child A got up on her own and walked with her to the office on her own. Once she was calm, she returned to the classroom.

Rebecca Miller reported that, during the incident, Child A was screaming and reaching toward the classroom. She was saying to Child A, "You're ok. We'll go back when you're done." She did not recall any other staff in the hallway during the incident. The door to the classroom was closed so CCSM1 would not have been able to see what happened. Rebecca Miller recalled seeing a parent dropping their child off to the classroom next door and noted that observing what was going on in passing could look concerning. She denied contacting Child A's Mother after the incident because this is not the type of incident she would normally call home or complete a report about. She stated that this is typical behavior for Child A, but her caregivers are normally able to handle her behaviors in the classroom. Rebecca Miller clarified that her interaction with Child A in the hallway and her taking Child A to the office was not for a time-out, but to remove her from the situation so she could calm down.

CCSM1 is the lead caregiver in the 2.5-3-year-old classroom. She has been in this classroom for one year. She reported that Child A can exhibit acting-out behaviors when she gets frustrated with peers in the classroom, but the behaviors can normally be handled by the staff in the classroom with redirection. CCSM1 heard that Child A was upset the day prior. When she gets upset, Child A can be physically aggressive and has bit or hit other children in the room. She will also throw herself to the ground. CCSM1 denied any concerns regarding Rebecca Miller or how she interacts with any of the children in the center. She has never seen Rebecca Miller physically discipline or yell at any children in the center. She also has not observed any children being afraid of her. CCSM1 denied any general concerns about the center or any other staff.

CCSM2 is an assistant caregiver in the 2.5-3-year-old classroom but was the acting lead during the incident, as the lead caregiver was out of the building. CCSM2 reported that Child A often has difficult mornings, and the morning of the incident was the same. Child A become upset with a peer and hit them. When Child A gets upset, she will throw fits, kick, hit, become verbally defiant, and throw herself to the ground in frustration. As CCSM2 was unsuccessful at calming Child A down alone, she called Rebecca Miller down to the room to see if she could talk to Child A. Rebecca Miller came down and left the room with Child A. As Child A was walking out of the room with Rebecca Miller guiding her, she threw herself to the floor out of Rebecca Millers hands. Rebecca Miller helped her back to her feet and out of the classroom. CCSM2 did not see anything that happened after they left the room, due to the door being closed. She did not hear any yelling or screaming coming from the hall, and did not observe any injuries, red marks, or bruising on Child A when she returned to the classroom. CCSM2 denied any concerns regarding Rebecca Miller using any physical discipline or inappropriate physical contact with any children. She denied ever hearing Rebecca Miller yell at a child. She denied any general concerns about the center or any other staff.

Child B's Mother reported that Child B has been attending the child care for approximately one year and things are going well. Child B only attends one day per week but seems to enjoy it. She denied that Child B has ever received any injuries while in care and denied any concerns regarding the center, any staff, or the level of care Child B receives.

Child C's Mother reported that Child C has been attending the center since April 2023 and that things are going well. She reported that Child C's lead caregiver is excellent. Child C's Mother denied observing any injuries or marks that Child C has ever received while in care. The center communicates well regarding food and activities through ProCare. She denied that she has ever heard staff yelling at children or seen staff utilizing physical discipline. She denied witnessing anything concerning at pickup or drop-off, as well as any concerns in general.

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:	There is not evidence to support the allegation that Rebecca Miller provided inappropriate care of Child A.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Ms. Miller inflicted corporal punishment on Child A by holding her up by her arms so tightly that they turned purple and red.

INVESTIGATION: In investigating the allegation that Rebecca Miller provided inappropriate care of Child A, it was determined that Child A's arms did not turn purple or red, and that Rebecca Miller was not holding her arms as a form of discipline.

APPLICABLE RULE	
R 400.8140	Discipline.
	(2) All of the following means of punishment are prohibited: (a) Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
ANALYSIS:	Rebecca Miller did not use corporal punishment with Child A.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend this investigation be closed with no change to the status of the license.

Amanda Wendell

08/17/2023

Amanda Wendell
Licensing Consultant

Date

Approved By:

Candice Case-French

08/17/2023

Candice Case-French
Area Manager

Date