



STATE OF MICHIGAN
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 LANSING

GRETCHEN WHITMER
 GOVERNOR

ORLENE HAWKS
 DIRECTOR

May 12, 2022

Bambi Olsson
 Kiddies' Klubhouse, LLC
 17020 8 Mile Road
 Stanwood, MI 49346

RE: License #: DC670360594
 Investigation #: 2022D1079008
 Kiddies' Klubhouse

Dear Mrs. Olsson:

I conducted a special investigation because the child care licensing division received a complaint against your facility that related to licensing rules or law. The allegations were related to the following:

- R 400.8125(2) Staff and Volunteers.
- R 400.8140(2) Discipline.
- R 400.8182(3) Ratio and group size requirements.
- R 400.8330(3) Food services and nutrition generally.
- R 400.8380(1) Maintenance of premises.

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

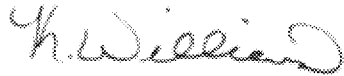
- I interviewed the program director, caregivers, and parents.
- I completed on-site inspections on the following dates: 03/24/2022.

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:2022	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.

Sincerely,

A handwritten signature in black ink that reads "Kortney Williams". The signature is written in a cursive style with a large initial "K".

Kortney Williams, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 463-3177

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC670360594
Investigation #:	2022D1079008
Complaint Receipt Date:	03/18/2022
Investigation Initiation Date:	03/24/2022
Report Due Date:	05/17/2022
Licensee Name:	Kiddies' Klubhouse, LLC
Licensee Address:	17020 8 Mile Road Stanwood, MI 49346
Licensee Telephone #:	(231) 598-0834
Administrator:	Bambi Olsson, Designee
Licensee Designee:	Bambi Olsson, Designee
Name of Facility:	Kiddies' Klubhouse
Facility Address:	309 S Higbee Reed City, MI 49677
Facility Telephone #:	(231) 598-0834
Original Issuance Date:	07/30/2014
License Status:	REGULAR
Effective Date:	04/08/2021
Expiration Date:	04/07/2023
Capacity:	85
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child care staff members are mean. They yell and swear at the child care children, they forcefully put down and drag child care children across the floor, and they are rough with the children, pushing or forcing them to sit down.	No
The center does not maintain ratio and they have young teenagers taking care of children.	No
The child care center does not have enough food for the children.	No
The center does not follow cleaning rules.	No
Additional findings	No

III. METHODOLOGY

03/18/2022	Special Investigation Intake 2022D1079008
03/24/2022	Special Investigation Initiated - On Site Interviewed program director and child care staff members
04/21/2022	Contact - Telephone call made Spoke with Child A's Mother
05/05/2022	Contact - Telephone call made Phone call placed to Child B's Mother.
05/05/2022	Exit Conference Spoke with Program Director Ms. Amber Hutchison

ALLEGATION: Child care staff members are mean. They yell and swear at the child care children, they forcefully put down and drag child care children across the floor, and they are rough with the children, pushing or forcing them to sit down.

INVESTIGATION: During the unannounced on-site inspection conducted on 03/24/2022, I interviewed the program director Ms. Amber Hutchison, child care staff members, Ms. Mary Reid, Ms. Emma Kik, Ms. Aimmee Dow, and Ms. Shannon Hartley, and one child care aide, Mr. Zackery Bennett. Each of the staff stated that they have never seen any of the child care staff members treat children in a mean or malicious way. At times caregivers have raised their voice in a direct manner to get the children's attention. However, they do not yell or curse at child care children.

They have never forcefully sat a child down, dragged a child across the floor or seen another child care staff member do these things to child care children.

Child A's Mother indicated that she is very pleased with the care that her child receives. She has never had concerns regarding physical discipline or inappropriate language being used towards her child.

At the time this report was written I had not received a returned phone call from Child B's Mother.

APPLICABLE RULE	
R 400.8125	Staff; volunteer; requirements.
	(2) All staff and volunteers shall act in a manner that is conducive to the welfare of children.
ANALYSIS:	The interviews conducted during the investigation did not show evidence that staff do not act in a manner that is conducive to the welfare of children.
CONCLUSION:	VIOLATION NOT ESTABLISHED

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:	The interviews conducted during the investigation did not show evidence that inappropriate discipline is used towards child care children.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The center does not maintain ratio and they have young teenagers taking care of children.

INVESTIGATION: All persons interviewed indicated that they are fully staffed and do not have issues with maintaining ratio. Ms. Hutchison indicated that she hires 17-year-olds through the vocational training program through the local public school.

They do not count in ratio and are not left alone with children. The current child care aide that is employed will be finished on 05/05/2022 as he will be graduating. The other child care staff members stated that child care aide does not count in ratio and is never left alone with the children unsupervised. Mr. Zackery Bennett stated that he is a floater and goes where he is needed in the center to assist the child care staff members.

Technical assistance was provided to Ms. Hutchison regarding employing child care aides. They also must have satisfactorily completed at least 1 year of vocational-occupational child care aide training program approved by the department. Due to this program not being offered at this time in our area Ms. Hutchison was informed to submit a variance request since there is not a way to currently come into full compliance with the rule.

APPLICABLE RULE																													
R 400.8182	Ratio and group size requirements.																												
	<p>(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:</p> <table border="1"> <thead> <tr> <th colspan="4">TABLE 4 Child Care Staff Member to Child Ratios</th> </tr> <tr> <th></th> <th>Age</th> <th>Child Care Staff Member to Child Ratio</th> <th>Maximum Group Size</th> </tr> </thead> <tbody> <tr> <td>a)</td> <td>Infants and toddlers, birth until 30 months of age</td> <td>1 to 4</td> <td>12</td> </tr> <tr> <td>b)</td> <td>Preschoolers, 30 months of age until 3 years of age</td> <td>1 to 8</td> <td>16</td> </tr> <tr> <td>c)</td> <td>Preschoolers, 3 years of age until 4 years of age</td> <td>1 to 10</td> <td>Not applicable</td> </tr> <tr> <td>d)</td> <td>Preschoolers, 4 years of age until school-age</td> <td>1 to 12</td> <td>Not applicable</td> </tr> <tr> <td>e)</td> <td>School-agers</td> <td>1 to 18</td> <td>Not applicable</td> </tr> </tbody> </table>	TABLE 4 Child Care Staff Member to Child Ratios					Age	Child Care Staff Member to Child Ratio	Maximum Group Size	a)	Infants and toddlers, birth until 30 months of age	1 to 4	12	b)	Preschoolers, 30 months of age until 3 years of age	1 to 8	16	c)	Preschoolers, 3 years of age until 4 years of age	1 to 10	Not applicable	d)	Preschoolers, 4 years of age until school-age	1 to 12	Not applicable	e)	School-agers	1 to 18	Not applicable
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ANALYSIS:	The child care aide was not being used to maintain ratio. In addition, the department informed Ms. Hutchison to submit a variance request to meet the child care aide requirements.																												
CONCLUSION:	VIOLATION NOT ESTABLISHED																												

ALLEGATION: The child care center does not have enough food for the children.

INVESTIGATION: It was stated that the center always has plenty of food for the child care children. They keep the pantry, refrigerator and freezer stocked with food. Child care children are fed well at each meal. During the on-site inspection the children were eating lunch. All the rooms were provided with enough for the children to have a second portion if they wanted.

Child A's Mother did not have any concerns regarding lack of food provided to her child. Child A never appears hungry at pick up.

APPLICABLE RULE	
R 400.8330	Food services and nutrition generally.
	(3) Beverages and food must be appropriate for the child's individual nutritional requirements, developmental stages, and special dietary needs, including cultural preferences.
ANALYSIS:	I inspected the kitchen and the pantry during my onsite and observed lunch that was provided to the child care children. The children's nutritional requirements are being met.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The center does not follow cleaning rules.

INVESTIGATION: The child care staff members and child care aide stated that they clean the facility every day. The program director maintains a stock of cleaning supplies. I observed a large stock of cleaning supplies while at the center. The center was clean at the time of my inspection.

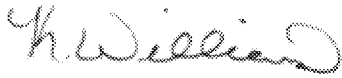
Child A's Mother stated that the facility always appears to be kept in clean condition and she has no concerns.

APPLICABLE RULE	
R 400.8380	Maintenance of premises
	(1) The premises must be maintained in a clean and safe condition and must not pose a threat to health or safety.

ANALYSIS:	During the investigation there was no evidence provided that the center does not clean the facility. The facility was maintained in a clean and safe condition.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change to the current status of this license.



05/12/2022

Kortney Williams
Licensing Consultant

Date

Approved By:



5/12/2022

Candice Case-French
Area Manager

Date