



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

REDACTED REPORT

August 3, 2022

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

RE: License #: DC670360594
Investigation #: 2022D1079013
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 400.8140(2)(a) Discipline.
- R 400.8140(2)(d) Discipline.

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: 06/06/2022.

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

R 400.8182(1) Ratio and group size requirements.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 08/23/2022. 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.

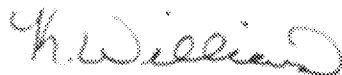
During this special investigation:	Yes	No
A rule or law violation was found and a serious injury or death occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A rule or law violation was found and abuse and/or neglect of a child occurred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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.

Sincerely,



Kortney Williams, Licensing Consultant
 Child Care Licensing
 611 W. Ottawa St.
 P.O.Box 30664
 Lansing, MI 48909
 (231) 463-3177

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	DC670360594
Investigation #:	2022D1079013
Complaint Receipt Date:	06/06/2022
Investigation Initiation Date:	06/06/2022
Report Due Date:	08/05/2022
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 Member Ms. Mary Reid was heard yelling and screaming at children as well as observed dragging Child A up the stairs by his arm and child fell on the stairs.	No
Additional Findings	Yes

III. METHODOLOGY

06/06/2022	Special Investigation Intake 2022D1079013
06/06/2022	Special Investigation Initiated - On Site Interviewed child care staff members
06/06/2022	Contact - Telephone call made Spoke with child B and C's Mother, Child D and E's Mother.
06/06/2022	Contact - Telephone call made Voicemail message left for Child F and G's Mother requesting a returned phone call.
06/06/2022	Exit Conferencewith Ms. Hutchinson

ALLEGATION: Child care staff member Ms. Mary Reid was heard yelling and screaming at children as well as observed dragging Child A up the stairs by his arm and child fell on the stairs.

INVESTIGATION: On 06/06/2022, [REDACTED] myself conducted an unannounced on-site inspection. We interviewed the program director and child care staff members. The allegations were discussed with program director, Ms. Hutchinson. She indicated that Child A (4-year-old, male) was present at the facility today. He did not have any behavior issues at drop off that morning. On the day of the alleged incident she was not working and only has second hand knowledge of the incident. She received a phone call from the staff requesting the permission to have Child A picked up due to his behaviors. She trusted their judgement and approved them to make the call to have him picked up. Child A has only been attending the child care for [REDACTED]. She provided us with attendance on the of

the incident. She also allowed us to watch the video which captured audio and some footage of the alleged incident.

Ms. Mary Reid is a child care staff member. On the day of the incident, she was scheduled to arrive to work at 6:30am. She was told that things were quiet at the center and she could come into work at 7am. At 6:44am she received a phone call indicating she needed to come into work as soon as possible. She could hear Child A in the background screaming, crying and shaking the gate. When she arrived she went to the infant room where the children and child care staff room were present. She made an attempt to calm Child A down by sitting down on the floor with him. Child A calmed down which allowed her to tend to other children. She was lining the older children up to go upstairs to their classroom and Child A took two steps toward the line and flopped down on the ground. She sat down with him "crisscross applesauce." She asked him to please stand up and walk in the line with the other children. Child A refused. She placed her arms under his arm pits to help him stand to go upstairs. When she did this his body went limp into her body. She kept her arms under his. When they were both standing, she guided him out of the room towards the steps. As they got to the top of the stairs, he tried to lunge his body into the door leading outside. She lifted his body up and proceeded up the stairs to the second floor landing. While going up those stairs he grabbed the railing in an attempt to prevent them from going upstairs. She was able to get his hands off of the railing and moved to the top of the stairs. She stood him up and he fell to the floor kicking and screaming. By the time they made it up the stairs another CCSM had called Child A's mother to come and pick up due to his behaviors. Ms. Reid explained she was doing her best to keep him safe from hurting himself and others.

Ms. Taylor Holmes, child care staff member, stated that she arrived in the classroom around 7:20am. She saw Ms. Reid and Child A sitting on the floor. Ms. Reid was trying to calm Child A down. He was screaming and kicking his legs. She also tried to talk to Child A, but he was not listening to her. He was asked by Ms. Reid to stand up so he could go to breakfast. She helped him up from the floor but once they were up, Child A's body went limp. Ms. Reid tried to hold his hand and he refused to walk. Ms. Reid then put her arms under his armpits to keep him from falling to the ground. Child A went limp again causing his back to fall into Ms. Reid's body. While she was trying to guide him out of the room he was fighting and pushing his body against Ms. Reid's. Ms. Holmes remained in the infant room as Ms. Reid and Child A exited the room. She explained that Ms. Reid remained calm and never raised her voice at Child A.

Ms. Lindsey Storey is a child care staff member who works in the preschool room. She arrived at the center at 7:30am. When she arrived, Ms. Reid was trying to get Child A upstairs. Child A was holding onto the railing and Ms. Reid was holding him so he would not fall down the stairs. Ms. Reid finally let him go and he dropped to top landing of the steps. He just sat on the floor and Ms. Reid watched him to ensure he did not attempt to go back down the stairs to leave the building.

Ms. Jennifer Lindsey is the child care staff member who is the 2nd lead in the preschool room. She was asked about the incident; however, she was not present at the time of the incident.

Ms. Michelle Powell and I reviewed the video footage of the time of the alleged incident. We could hear a child screaming and yelling who we were told was Child A. We also heard a voice asking the child to calm down, telling the child they needed to stop and asking if they understood the request. At no time was a child care staff member heard yelling and screaming at a child. We then seen Ms. Reid bring Child A up the stairs. His back was against her body, her arms were under his armpits. As they got closer to the door he was trying to push backwards to get out the door. Once proceeded past the first landing we could no longer see Ms. Reid or Child A.

We spoke with Child B and C's Mother. She stated that when she dropped her children off at the center she did not recall a child acting up. It appeared to be fine as usual. Her children did not come home with any concerns or issues regarding other kids. She has no concerns or issues with the staff at the center.

Child D and E's Mother was called, a voicemail message was left. She called Ms. Powell back when I was not present. She recalled that on Friday, 06/03/2022, there was one little boy sitting down on the landing and he had just been escorted upstairs. She recalled that Ms. Reid was observed walking on the landing and he had just been escorted upstairs. She saw out of the corner of her eyes that maybe Ms. Reid was behind the child, and he was crying. She recalled that when she took her older child upstairs the little boy was sitting outside the classroom, alone. One of the teachers was coaxing him to try to come inside. She denied having any concerns with the way children's behaviors are handled at the child care. She admitted that her son has been having a lot of behavior problems recently and praised the child care for keeping her informed of his behaviors and the way that they have been addressing the issues that he has. Ms. Powell asked about interviewing her children and Child D and E's Mother requested that they not be interviewed as she does not feel that they would have anything to contribute.

A voice mail was left for Child F and G's Mother requesting a returned phone call. At the time this report was a written a returned phone call has not been received.

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:	There was no evidence provided that indicated a child care staff member used any form of corporal punishment on Child A.
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.8140	Discipline.
	(2) All of the following means of punishment are prohibited: (d) Inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child.
ANALYSIS:	There was no evidence provided that indicated a child care staff member inflicted mental or emotional punishment on Child A.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS: Ratio was not maintained when the child care center opened and began accepting children on the day of the alleged incident.

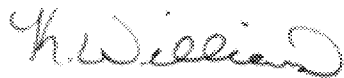
INVESTIGATION: Ms. Powell and I were provided with child information cards and attendance records for 06/03/2022. We reviewed the documents and were told by child care staff members that Ms. Reid was told she did not have to come into work at 6:30am, but could arrive at 7am on June 3, 2022. According to the attendance records there were five children between the ages of birth and 3 years of age present with one child care staff member from 6:30am until about 6:50am.

APPLICABLE RULE	
R 400.8182	Ratio and group size requirements.
	(1) At least 2 adults, 1 of whom is a child care staff member, shall be present at all times when at least 3 children between the ages of birth and 3 years of age are present. A second child care staff member is required when needed to comply with subrule (3) of this rule.

ANALYSIS:	Ratio was not maintained; one child care staff member was present with five child care children between the ages of birth and 3 years of age.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receiving an approvable corrective action plan, I recommend no change in the current status of the license.



08/03/2022

Kortney Williams
Licensing Consultant

Date

Approved By:



08/03/2022

Candice Case-French
Area Manager

Date