



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

April 10, 2023

Kimberley Steig  
Clubhouse Childcare Services LLC  
10565 Northland Drive  
Big Rapids, MI 49307

RE: License #: DC670411314  
Investigation #: 2023D1080005  
Huntley's Clubhouse Reed City

Dear Ms. Steig:

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.

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

- I interviewed the person who made the complaint, program director, licensee designee, child care staff members, and parents.
- I completed on-site inspections on the following dates: 02/21/2023.

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

**R 400.8125 (1) Staff; volunteer; requirements.**  
**R 400.8112 (2)(e) Comprehensive background check; fingerprinting.**  
**R 400.8134 (2)(g) Hand washing.**  
**R 400.8134 (3)(d) Hand washing.**

I recommend issuance of a 2<sup>nd</sup> provisional license. If you accept the provisional license, you must sign and return the enclosed waiver form. If you do not accept the provisional license, please indicate so on the enclosed form. The matter will then be forwarded to the disciplinary unit.

Due to the violations, you must send us a corrective action plan by 04/30/2023. 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,

*Amanda Wendell*

Amanda Wendell, Licensing Consultant  
 Child Care Licensing Bureau  
 611 W. Ottawa Street  
 P.O. Box 30664  
 Lansing, MI 48909  
 (231) 492-5410

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC670411314
<b>Investigation #:</b>	2023D1080005
<b>Complaint Receipt Date:</b>	02/14/2023
<b>Investigation Initiation Date:</b>	02/15/2023
<b>Report Due Date:</b>	04/15/2023
<b>Licensee Name:</b>	Clubhouse Childcare Services LLC
<b>Licensee Address:</b>	10565 Northland Drive Big Rapids, MI 49307
<b>Licensee Telephone #:</b>	Unknown
<b>Administrator:</b>	Kimberley Steig, Designee
<b>Licensee Designee:</b>	Kimberley Steig, Designee
<b>Name of Facility:</b>	Huntley's Clubhouse Reed City
<b>Facility Address:</b>	4150 225th Ave Reed City, MI 49677
<b>Facility Telephone #:</b>	(231) 598-0292
<b>Original Issuance Date:</b>	05/06/2022
<b>License Status:</b>	1ST PROVISIONAL
<b>Effective Date:</b>	10/12/2022
<b>Expiration Date:</b>	04/11/2023
<b>Capacity:</b>	100
<b>Program Type:</b>	CHILD CARE CENTER

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Appropriate care and supervision was not provided when Child C (male, 3 years) fell while jumping off a couch, resulting in him fracturing his nose.	Yes
Additional Findings	Yes

**III. METHODOLOGY**

02/14/2023	Special Investigation Intake 2023D1080005
02/15/2023	Special Investigation Initiated - Telephone with child care licensing consultant, Ms. Linda Strube
02/21/2023	Inspection Completed On-site 10:00 A.M. – 12:00 P.M. Interviews with program director/licensee designee Ms. Kimberley Steig, Child C's Mother, Child Care Staff Member 3 (CCSM3), Child Care Staff Member 4 (CCSM4), Child Care Staff Member 5 (CCSM5), reviewed video.
03/09/2023	Contact - Telephone calls made Interviews with Child D's Mother, Child E's Mother, and Child F's Mother
03/17/2023	Exit Conference with Ms. Steig

**ALLEGATION:** Appropriate care and supervision was not provided when Child C (male, 3 years) fell while jumping off a couch, resulting in him fracturing his nose.

**INVESTIGATION:** On 02/15/2023, I received an incident report and complaint, stating on 02/09/2023 Child C was sitting on a child-sized couch, stood up, and jumped off the couch. He did not land correctly and hit his face on the floor, resulting in a bloody nose. First aid was administered by the staff member in the room and Child C's Mother, who was present at the center as an employee.

Child care licensing consultant Ms. Linda Strube stated that Child C's Mother has concerns with supervision. Child C's Mother told Ms. Strube that the lead caregiver does a good job but was not present when the incident occurred.

On 02/21/2023, I completed an onsite inspection. Licensee designee and program director Ms. Kimberley Steig reported that she was told about the incident and then reviewed the footage of the actual incident. She stated that Child C was sitting on the couch, stood up, and jumped off. His foot slipped and he "fell incorrectly," hitting his face on the floor. Child care staff member 3 (CCSM3) was the acting lead caregiver in the room at the time. Child C's Mother took him to urgent care later that night, where it was discovered that his nose was fractured.

CCSM5 reported that around 4:00 PM on 02/09/2023 she was walking down the hallway and heard an adult yelling for help from a classroom, so she looked in. CCSM3 asked her for an ice pack so she got one and came back. At that point, she noticed that the injured child was Child C. CCSM3 said that Child C's nose was still bleeding and had been bleeding for about 20 minutes and she could not get it to stop. CCSM5 denied that his nose was gushing anymore but said that there was blood on his shirt and on CCSM3's hands, and bruising had already begun under his eyes. After attending to him, CCSM5 left him in the classroom because the bleeding had stopped. CCSM5 had looked into the classroom three or four times during the day and CCSM3 was always sitting at the desk. She has had concerns with CCSM3 in the past because she is always sitting in an adult chair, not interacting with the children. CCSM5 stated that she is not sure how well the children were being supervised, noting that she went back to the room around 4:50 and Child C was sitting on the floor with his blanket, crying, while CCSM3 was sitting at the desk.

Child C's Mother reported that she left the center with Child C around 5:00 P.M. She later took Child C to the emergency room where he was diagnosed with a nasal fracture. Child C's Mother was told by CCSM3 that Child C had jumped off the couch, landed incorrectly, and hit his face on the floor.

CCSM3 reported that she was the only child care staff member in the room on the day of the incident. The children were running around and jumping off the couch. She told them that if they did not stop, she would start putting them in cool down. They did not stop, so she sat each child down for 1-2 minutes. It was then time to clean up and a child headed to the couch, followed by Child C. CCSM3 told Child C to not jump off the couch but he did. She was sitting in a chair at the other end of the room. His foot caught on the couch and he "face planted" on the floor. CCSM3 paused, then asked if he was ok. At this point, Child C started crying. She called him over, noting that blood was "gushing" from his nose. CCSM3 got tissues, pinched his nose, and had him tip his head back. She then sent out a message on Teams to other staff members, asking for help. She looked in the hall and saw CCSM5. She asked for help and an ice pack. When CCSM5 returned, CCSM3 told her it was Child C that was injured. CCSM5 came in until the bleeding stopped, at which point Child C said his nose did not hurt. CCSM3 gave him his blanket. CCSM3 clarified

that it was about 10-15 minutes from the time Child C fell until the time CCSM5 came in. During that time, CCSM3 was sitting with him and checking the floor and toys for blood. I asked why she waited until calling for help. She stated that she sent a message on Teams, but that people would only have received it if they were looking at Teams. She could have hit the call button on her iPad, but people may not have heard it. She thinks she put the incident report into ProCare when CCSM5 was in the room. CCSM3 reported that she was in front of the desk when he fell, cleaning tables from lunch. She had concerns with the lack of response she received when she sent the message on Teams. Ms. Steig was in a classroom at the time. CCSM3 poked her head out the door at the back of the classroom looking for help. She reported that she had fewer than 10 children in the classroom but denied knowing exactly how many.

CCSM4 is the lead caregiver in the three-year-old room and has worked with CCSM3. CCSM4 stated that CCSM3 interacts "pretty well" with the children, enjoying sitting and reading with them. She characterized CCSM3's interactions with children as "normal," but noted that she sometimes has difficulties managing the whole room. CCSM4 also has issues with children wanted to play on the couch, to the point where she is going to be moving it because it is distracting. Children are not allowed to jump on or off the couch. They are expected to sit or lay while reading a book or taking a quiet minute. CCSM4 denied any concerns with the level of care CCSM3 provides to children. Child C likes to follow the older children and gets rowdy if they do. However, he is normally a quiet child. He sometimes follows directions but often needs to have a CCSM near him. CCSM4 identified that the expectation when children are misbehaving is to redirect them and then go to the child and talk face-to-face. She thinks the children may have been more rambunctious the day of the incident because they had not been able to go outside for a stretch of time due to weather.

While present at the center, I viewed camera footage from the incident, along with Ms. Steig. The classroom is a long rectangular space, roughly divided into three sections. The front section is a play area with open space. The middle section has some tables and chairs, and the back section has more tables and the teacher's desk. Just before the incident occurs at 3:31.03, CCSM3 is sitting in a chair toward the middle of the room, with a blanket on her lap. Child C can be seen standing up on the couch at the front of the room, then immediately jumping off. He caught his toe on the couch as he fell, resulting in him landing flat on the floor with his face hitting the ground. There is enough force that his head snaps back. After about 11 seconds of lying on the floor, Child C stood up and made his way to CCSM3 (3:31.14). When he arrives at her after 10 seconds (3:31.24), she stood up from the chair. She walked with Child C to the back of the room, handed him tissues, and told him to tilt his head back. Throughout this time, CCSM3 does not appear to have a sense of urgency and does not comfort Child C, only saying to him, "Hey. Hey. Hey. You've got to tilt your head back." She walked into the hallway for approximately 21 seconds (3:32.26-3:32.47) before returning to the room and getting a tablet, where she types something. After about a minute-and-a-half, she walks in the hallway

again and calls to someone (3:34.07). At this point, she is in the hallway and a child in the room can be heard crying. When she returns to the room, she stands with her back to the children, facing Child C, who is being attended to by CCSM5. When CCSM5 left (3:38.31), CCSM3 continues standing with her back to the room, cleaning her hands with hand sanitizer and paper towel. CCSM3 turns her attention to the room when she hears a child screaming at 3:39.08, almost eight minutes after last showing attention to the children in the room. At this point, the video is ended.

I asked Ms. Steig for her impressions of the video, and she expressed concern that CCSM3 was not providing the level of care to Child C that the center expects, and that she was not providing appropriate care to the rest of the children during this incident. She stated that prior to this time, she had not watched the video past the actual incident.

On 03/09/2023, I interviewed Child D's Mother, Child E's Mother, and Child F's Mother. Child D, Child E, and Child F are in the same classroom with Child C. Child D's Mother reported that Child D moves around between classrooms. She denied any concerns regarding supervision or otherwise but stated that he only attends child care one day per week.

Child E's Mother stated that things are "not bad," but that Child E is clingy at drop-off when with CCSM3. She denied that she has any specific concerns regarding supervision and does not know why Child E does not want to go to CCSM3.

Child F's Mother reported that things at the center are going great. She denied any concerns regarding the care Child F receives. She expressed concern that she has been present when CCSM3 is "more busy on her phone than anything else" and that she is not friendly. She expressed her concerns to Ms. Steig about one month ago. Child F's Mother identified this staff member as CCSM3.

<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>	Ms. Steig did not ensure that staff provide appropriate care and supervision of children at all times. CCSM3 was not providing appropriate supervision when Child C was able to jump off the couch, despite being told not to. In addition, CCSM3 did not provide appropriate care and supervision of the other children in the room while dealing with Child C's injury. She left the room, leaving children unattended, and stood with her back to the children for nearly 10 minutes.
<b>CONCLUSION:</b>	<b>REPEAT VIOLATION ESTABLISHED SIR 2022D1080020 Dated 10/07/2022 CAP Dated 09/19/2022</b>

### **ADDITIONAL FINDINGS:**

**INVESTIGATION:** While confirming details in the center's Child Care Background Check system, I noted that CCSM5, who has been employed at the center since August 2022, is not connected to this facility. She was still connected to another center in the same licensee group where she worked until May 2022.

<b>APPLICABLE RULE</b>	
<b>R 400.8112</b>	<b>Comprehensive background check; fingerprinting.</b>
	(2) An applicant or licensee shall do all of the following: (e) Within the department's child care background check system, accurately complete and maintain the connection, disconnection, or withdrawn status of each individual associated with the license.
<b>ANALYSIS:</b>	Ms. Steig did not ensure that the center's CCBC account is accurate with the connection of each individual associated with the license.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**INVESTIGATION:** After CCSM5 was done tending to Child C, he was given his blanket and sent back to the classroom. CCSM3 then walked to the desk and

applied hand sanitizer, which she scrubbed at with a paper towel, before returning to the children. After exposure to blood, CCSM3 and Child C did not wash their hands with soap and water.

<b>APPLICABLE RULE</b>	
<b>R 400.8134</b>	<b>Hand washing.</b>
	(2) All staff and volunteers shall wash their hands at all of the following times: (g) After handling bodily fluids.
<b>ANALYSIS:</b>	CCSM3 did not wash her hands after being exposed to Child C's bloody nose.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.8134</b>	<b>Hand washing.</b>
	(3) Staff and volunteers shall ensure that children wash their hands at all of the following times: (d) When soiled.
<b>ANALYSIS:</b>	Child C did not wash his hands after receiving a bloody nose.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon receipt of an acceptable corrective action plan, I recommend modification of this license to a 2<sup>nd</sup> provisional.

*Amanda Wendell*

4/10/2023

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Amanda Wendell  
Licensing Consultant

Date

Approved By:

*Candice Case-French*

4/10/2023

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Candice Case-French  
Area Manager

Date

*Scott Bettys*

4/11/2023

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Scott Bettys  
Division Director

Date

*Emily Laidlaw*

4/14/2023

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Emily Laidlaw  
Bureau Director

Date