



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF  
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL  
LANSING

DR BEVERLY WALKER  
GRIFFEA  
DIRECTOR

8/13/2024

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

License Number: DC670411314  
Special Investigation Number: SI-00122236

Dear Clubhouse Childcare Services LLC,

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:

Rule/Law Number	Rule Description
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.

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

- I interviewed: Program director, child care staff members, and parents.
- I completed on-site inspections on the following dates: 04/30/2024

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

Rule/Law Number	Rule Description
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.

Due to the violations, you must send us a [corrective action plan](#) by 9/3/2024. You can use our corrective action plan form or create your own.

If you need help writing the corrective action plan, please contact licensing consultant Linda Strube at (231) 215-4608 or strubel@michigan.gov. If you do not send a corrective action plan, you may face disciplinary action. The corrective action plan must include the following:

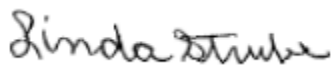
- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance 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 this report for accuracy and contact your consultant, Linda Strube at (231) 215-4608 or strubel@michigan.gov. In the event that Linda Strube is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Linda Strube, Licensing Consultant

Enclosure

**MICHIGAN DEPARTMENT OF  
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL  
CHILD CARE LICENSING**

**Report Type:** Special Investigation Report

**Date of Report:** 8/13/2024

<b>Special Investigation Number</b>	<b>Complaint/Incident Receipt Date</b>
SI-00122236	04/28/2024
<b>Investigation Initiation Date</b>	<b>Report Due Date</b>
4/30/2024	06/27/2024
<b>License Number</b>	<b>Licensee Name(s)</b>
DC670411314	Clubhouse Childcare Services LLC
<b>Facility Name</b>	<b>Licensee Designee(s)</b>
Huntey's Clubhouse Reed City	Debra Sue Triplett Kimberley Ann Steig Trisha Renee Kwant Barbara Ann Dunn Erica Anne Taylor Jennifer Marie Cantrell Alexis Marie Cumings
<b>Program Type</b>	<b>Capacity</b>
Center	100
<b>Facility Address</b>	<b>Mailing Address</b>
4150 225th Ave, Reed City, MI, 49677	10565 Northland Drive, Big Rapids, MI, 49307
<b>Facility Phone Number</b>	<b>Facility Email Address</b>
2315980292	hello@hunteysclubhouse.com
<b>Original License Issuance Date</b>	<b>License Status:</b>
5/6/2022	Provisional 1
<b>License Effective Date:</b>	<b>License Expiration Date:</b>
3/4/2024	9/4/2024

**ALLEGATION(S)**

	<b>Violation Established?</b>	
On 04/22/2024, Child A's Mother noticed that the right side of Child A's face was swollen. Child care staff members stated that they had not noticed this. Child A's Mother was concerned that Child A (one-year-old, female) was not being appropriately supervised because the swelling was very noticeable.	Yes	

**METHODOLOGY**

Date	Activity
------	----------

4/30/2024	Special Investigation Case Created SI-00122236
4/30/2024	Contact – Phone Call Made Interviewed Child A's Mother
4/30/2024	Special Investigation Initiated via On-site Interviewed program director and child care staff members
6/17/2024	Contact – Phone Call Made Interviewed Child D's Mother
6/17/2024	Contact – Phone Call Made Interviewed Child B's Mother
6/17/2024	Contact – Phone Call Made Interviewed Child C's Mother
6/17/2024	Contact – Text Message Received From Child B's Mother
6/18/2024	Contact – Phone Call Made Interviewed program director
6/27/2024	Contact – Document Received Received photos of child B.

**ALLEGATION:** On 04/22/2024, Child A's Mother noticed that the right side of Child A's face was swollen. Child care staff members stated that they had not noticed this. Child A's Mother was concerned that Child A (one-year-old, female) was not being appropriately supervised because the swelling was very noticeable.

**INVESTIGATION:** On 04/30/2024, I interviewed Child A's Mother. She stated that when she picked Child A (one-year-old, female) up from Huntley's Clubhouse Reed City, the children were outside on the playground. She observed that the right side of Child A's face was swollen. She thought this may have been related to a new medication that she had been prescribed. She asked Child Care Staff Member 1 (CCSM1) what had happened, and CCSM1 stated that she did not notice that Child A's face was swollen, or what could have caused it. CCSM2 told her that Child A was upset, and she had been rolling around in the dirt. CCSM2 thought that she may have gotten some dirt in her eye, and that had caused the swelling. Child A's Mother stated that CCSM3 had worked until 11:00 am that morning, and she stated that Child A's face was not swollen when she left. Child A received care at the center for approximately two months, and she had other concerns that Child A was not being appropriately supervised or cared for. She had discussed these concerns with the program director on multiple occasions, but she had not addressed her concerns. She talked to the program director about the current instance, and she appeared to "blow it off." After the call, Child A's Mother sent me a picture of Child A's face. In the picture you can see swelling around the right eye and the color around the eye is a darker color. The right side of the face is also swollen.

On 04/30/2024, I completed an onsite inspection from approximately 2:05 pm to 3:15 pm. I interviewed the program director, CCSM1, and CCSM2. The program director stated that Child A began receiving care at Huntley's Clubhouse Reed City approximately two months ago. She has been struggling with medical problems the

entire time she received care at the center. This incident happened on 04/22/2024. On that date, the program director worked from 6:30 am until 4:30 pm. The program director did not observe that Child A's face was swollen during the time that she interacted with her. CCSM1 was Child A's primary caregiver that day. CCSM1 stated that she was with Child A all day until 4:00 pm. Classes will often combine around 4:00 pm due to low numbers of children. Prior to moving to another room, CCSM1 and Child A were on the rocking horse together. She did not observe that Child A's face was swollen. When CCSM1 left, CCSM2 was with the remaining children on the playground. CCSM2 told her that Child A began crying after she left, and she was lying face down on the ground. CCSM2 told her that she did notice that Child A's face was swollen, but it could have been a little puffy from crying. CCSM1 stated that Child A had been ill and had health issues. CCSM1 did not have any concerns that child care staff members did not provide appropriate care and supervision at all times.

CCSM2 stated that she was in Child A's classroom all day, and she did not notice any swelling of her face. After CCSM1 left, Child A became very emotional, and she was lying on the ground with her face in the grass. CCSM2 picked her up and held her until Child A's Mother arrived to pick her up. CCSM2 stated that she had close contact with Child A until she left, and she did not see any swelling on her face. CCSM2 did not have any concerns that child care staff members did not provide appropriate care and supervision at all times.

On 06/17/2024, I interviewed CCSM3. She was not working on the day that this incident happened, but she had worked with Child A regularly during the two months that she received care at the center. CCSM3 stated that Child A had ongoing health issues, and she had a lot of separation anxiety that did not seem to get better over time. Child care staff members went above and beyond to make Child A comfortable. She felt that they may have made the situation worse by holding her all of the time, but their intentions were to comfort her. CCSM3 did not have any concerns that child care staff members did not provide appropriate care and supervision at all times.

On 06/17/2024, the program director reported that Child A was enrolled at Huntley's Clubhouse Reed City from 02/12/2024 until 04/23/2024. During that time, she attended the center on 21 days.

On 06/17/2024, I interviewed Child B's Mother. Child B (one-year-old, male) has received care at Huntley's Clubhouse Reed City since January 2023. She stated that overall, her experience has been pretty good, but there have been a couple of concerning incidents that have occurred. On one occasion Child B's Grandmother picked him up from child care because she had to work late. Child B's Grandmother noticed that he was not using his arm. Child B's Mother brought him to the emergency care, and it was determined that Child B had Nurse Maid's Elbow. Child B was referred to an orthopedic specialist for treatment. Child B's elbow healed on its own, and no further treatment was required. Child B's Mother informed the program director of the incident, and she stated that she would review the classroom footage to see if something happened. She did not hear back from the program director for several days,

but she did eventually follow up with her. She stated that she did not see anything in the footage that would have caused that type of injury. Child B's Mother did inform the program director that Child A had received medical treatment. There was a second incident a few weeks ago involving Child B tripping and landing face first on the cement. She found out about this incident while looking at the child care app. Child B's Mother stated that she wished that child care staff members had called to tell her about this.

On 06/17/24, I interviewed Child C's Mother. Child C (one-year-old, female) has received care at Huntley's Clubhouse Reed City over about a year and a half. She has had a pretty good experience with this child care facility. She stated that there was one instance where he fell and got a bloody lip. Child care staff members let her know about this through the child care app. She does not have any serious concerns regarding care and supervision.

On 06/17/2024, I interviewed Child D's Mother. Child D (one-year-old, female) has received since March 2023. She has had a good experience with this facility, and she does not have any concerns regarding care and supervision. Child care staff members have had good communication with her through the child care app.

On 06/17/2024, Child B's Mother provided me with Procure messages between her, CCSM1, and the program director. The following is a summary of the messages from Procure.

On 01/23/2024, Child B's arm was practically hanging down, and he was in pain when he lifted his arm. She asked if anyone noticed this during the day, was he using his arm, and was he acting like he was in pain?

On 01/24/2024, CCSM1 responded that she was one of the teachers with Child B, and he did not seem to have any problems with his arm. She stated that he was playing with toys, picking them up with both hands, and tossing some soft pillows at her toward the end of the day. Child B's Mother received a message asking if Child B would be coming that morning. Child B's Mother stated that she was not sure what happened, but they were in the emergency room until midnight, and she was advised to contact an orthopedic surgeon. The program director thanked Child B's Mother for letting them know.

On 06/18/2024, I interviewed the program director regarding the incident with Child B. She stated that she was aware of the incident, and she communicated with Child B's Mother multiple times through the Procure app, in person, and telephone conversations. The program director reviewed video footage of Child B throughout the day on 01/23/2024, and she did not observe any interactions or incidents that could have caused an injury to Child B's arm. She stated that he did not act as if he was in pain, or that he was favoring his arm. Child B was using his arms throughout the day and picking things up with both hands. The program director stated that Child B's Grandmother did not express concern about Child B's arm or indicate that she noticed anything out of the ordinary at the time that she picked Child B up from care. The

program director stated that she was aware that Child B was seen at the emergency room, and that he was diagnosed with nursemaid's elbow. She did not provide an incident report to me because she did not find any evidence that anything unusual had happened while Child B was at the center, and in her conversations with Child B's Mother, she stated that Child B's Father had dressed him that morning, and something possibly happened while he was getting dressed. The program director believes that video footage is only saved for 30 days, but she will reach out to the center's management to see if there is a way to retrieve the video from the date of this incident.

On 06/19/2024, I received an email from the program director stating that she had contacted the center's management team, and it was confirmed that video recordings are only available for 30 days.

On 06/24/2024, I spoke to Child B's Mother. She stated that she asked the program director if she had any idea what had happened to Child B's arm. The program director told her she did not know of anything happening to Child B and she did not see anything on video recording that would have left her to believe that Child B's arm was hurt while he was in care. Child B's Mother stated that she did not have any idea of what happened, but wondered if it had happened while Child B's Father was getting him dressed that morning. Child B's Mother stated that Child B's Grandmother noticed that Child B's arm had been injured immediately when she arrived to pick him up from the center. She did not say anything to the child care staff members because she did not feel it was her place.

On 06/24/2024, Child B's Mother provided two photos that were sent to her on 01/23/2024. The first photo was sent at 9:27 AM. In that photo, Child B was sitting at a table eating yogurt and blueberries. He was eating with his right hand, and his left arm was bent with his hand on the table. The other photo was sent at 2:36 PM. In this photo, Child A was sitting at the table, and he appeared to be having his snack. He was drinking juice with his left hand, and his right arm was hanging by his left side.

On 06/24/2024, I interviewed Child B's Grandmother. She picked Child B up from Huntley's Clubhouse a little after 4:00 pm on 01/23/2024. She stated that Child B will usually run up to her with his arms raised expecting her to pick him up when she arrives. On this day, he only raised his right arm and kept his left arm by his side. At first, she thought that his arm may have gone to sleep for some reason, but he continued to favor his left arm until she called Child B's Mother at 5:34 pm.

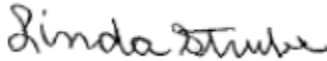
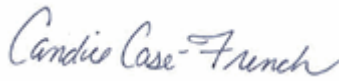
**RULE/STATUTORY VIOLATIONS:**

APPLICABLE RULES	
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	Child care staff members did not ensure that all child care staff members provided appropriate care and supervision at all times. The right side of Child A's face and mouth were

	significantly swollen at the time that Child A's Mother picked her up. The child care staff members stated that they were not aware of anything happening that would have caused this, and they did not observe any swelling until Child A's Mother pointed it out.
CONCLUSION:	<b>Repeat Violation Established</b> <b>Reference:</b> : 2/16/2023 :Violation Established; : 9/27/2022 :Violation Established; Child Care Case Complaint: 10/6/2023 :Violation Established; Child Care Case Complaint: 10/4/2023 :Violation Established;

**BUREAU RECOMMENDATION**

Bureau Recommendation	
Upon receipt of an acceptable corrective action plan, I recommend the no change in the status of the license.	

Approved By:			
 Linda Strube <b>Consultant</b>	08/13/2024 <b>Date</b>	 Candice Case-French <b>Area Manager</b>	08/13/2024 <b>Date</b>