



GRETCHEN WHITMER
GOVERNOR

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

MICHELLE RICHARDS
ACTING DIRECTOR

December 19, 2023

Kristen Spoelman
Coopersville Area Public Schools
198 East St
Coopersville, MI 49404

RE: License #: DC700019551
Investigation #: 2023D0715054
Coopersville Area Public School Preschool

Dear Kristen Spoelman:

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 400.8146(4) Information provided to parents.

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

- I interviewed: program director/licensee designee, Child A's Mother.
- I completed on-site inspections on the following dates: 06/23/2023.

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

R 400.8146(4) Information provided to parents.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 01/09/2024. 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"/>

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,



Pamela Walker, Licensing Consultant
 Child Care Licensing Bureau
 (616) 250-8864

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC700019551
Investigation #:	2023D0715054
Complaint Receipt Date:	06/21/2023
Investigation Initiation Date:	06/23/2023
Report Due Date:	08/20/2023
Licensee Name:	Coopersville Area Public Schools
Licensee Address:	198 East St Coopersville, MI 49404
Licensee Telephone #:	Unknown
Administrator:	Kristen Spoelman, Designee
Licensee Designee:	Kristen Spoelman, Designee
Name of Facility:	Coopersville Area Public School Preschool
Facility Address:	Comm Educ Building 198 East Street Coopersville, MI 49404
Facility Telephone #:	(616) 997-3600
Original Issuance Date:	09/21/1987
License Status:	REGULAR
Effective Date:	09/07/2022
Expiration Date:	09/06/2024
Capacity:	305
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
The center will not provide a daily report for Child A (7-year-old, male) who is deaf.	Yes

III. METHODOLOGY

06/21/2023	Special Investigation Intake 2023D0715054
06/23/2023	Special Investigation Initiated - On Site from 11:30am until 11:51am; interviewed program director Kristen Spoelman
06/23/2023	Contact - Document Received; printed email string between Child A's Mother and Ms. Spoelman; provided by Ms. Spoelman
06/23/2023	Contact - Document Received; emails from Ms. Spoelman, email strings between Ms. Spoelman and Child A's Mother
06/23/2023	Contact - Telephone call made; attempted interview with Child A's Mother; voicemail box full
06/23/2023	Contact - Document Sent; text messages to Child A's Mother
06/23/2023	Contact - Document Received; text message from Child A's Mother
06/23/2023	Contact - Telephone call received; interviewed Child A's Mother
06/23/2023	Exit Conference with Kristen Spoelman

ALLEGATION: The center will not provide a daily report for Child A (7-year-old, male) who is deaf.

INVESTIGATION: On 06/21/2023, I received a written complaint indicating that program director Kristen Spoelman told Child A's Mother that the center would not be continuing the daily journal for summer care via email.

On 06/23/2023, I completed an on-site inspection. I interviewed program director Kristen Spoelman. Kristen Spoelman stated that she asked Child A's Mother in an email if the daily journal was still necessary because Child A had been so successful during the school year. Child A's Mother never responded to her. The center uses the KLASSLY app to communicate with parents approximately three times a week. She stated that Child A's Mother's request for the daily journal seems like it is just a control issue. I reviewed rule R 400.8146(4) and R 400.8146(3) with Kristen Spoelman. I advised her that she is required to provide a written daily report to parents of children with special needs if requested regardless of how she feels about

it. She stated that she and her staff have gone above and beyond to accommodate Child A, so having this reported to child care licensing is upsetting. She noted that Child A's Mother arranged for a specialized presentation for staff and children regarding the inclusion of children with special needs.

On 06/23/2023, Kristen Spoelman provided me with an email string between her and Child A's Mother. The initial email dated 06/15/2023 is from Child A's Mother to Kristen Spoelman and states, "I asked for [Child A's] daily journal this week and the staff said they haven't seen it since moved for summer care. Has the journal been located? Or I can bring one in if needed? Just let me know." The responding email dated 06/15/2023 is from Kristen Spoelman and states, "We did locate his journal. I do feel that [Child A] is being very successful and has not encountered recent concerns. I am wondering what the reason would be for continuing to use this journal?"

On 06/23/2023, Kristen Spoelman forwarded an email she sent to Child A's Mother on 06/23/2023. The email states that she (Kristen Spoelman) received a visit from child care licensing regarding a written daily record. The email contains the language from rules R 400.8146(3) and (4) highlighted in orange. The email summarizes Child A's Mother's 06/15/2023 request for the journal and previous information to include in the journal. Kristen Spoelman states that she questioned the continued use of the journal because of Child A's demonstrated success in the program. She does not feel that Child A is struggling or demonstrating any concerning behaviors in the summer program, and staff would indicate irregular behaviors or moods at pick-up. Additionally, Child A's Mother can view classroom engagements on KLASSLY or call or email the office. Kristen Spoelman asks for clarification of the components to be included in the journal if Child A's Mother wishes to continue it. Kristen Spoelman states that she feels that the program has been very intentional to support Child A and respond to Child A's Mother's concerns, and she would appreciate Child A's Mother's effort to directly reach out to her with any concerns.

On 06/23/2023, I interviewed Child A's Mother by telephone. She stated that Child A received cochlear implants this past December, which required him to relearn how to hear. Child A is completely deaf without his devices. She arranged a sensitivity training for center staff and children to help facilitate Child A's social, emotional, and language development and to deter the other children from touching Child A's implants. After the sensitivity training, Child A reported to a staff member that his one and only friend at the center touched his implants. The staff member told Child A to not play with that child anymore. She found this response to be upsetting because Child A struggles to interact with his peers due to his hearing disability. She requested the daily journal so she can monitor Child A's social, emotional, and language development. She stated that she did not respond to Kristen Spoelman's email because she got an email response from Child Care Staff Member 1 (CCSM 1) indicating that she would provide updates on the KLASSY app after she (Child A's Mother) requested the daily journal again. In her opinion, CCSM 1's response clearly

indicated that the center was not going to provide the daily journal for Child A. She agreed to provide relevant email strings.

On 06/24/2023, Child A's Mother sent me several email strings between her and the center. Child A's Mother sent Kristen Spoelman an email on 02/08/2023 requesting daily and/or weekly written updates for Child A. Child A's Mother states that child care is a big part of Child A's life, and the updates will be extremely beneficial from all aspects of the rehabilitation and education process for Child A. Kristen Spoelman responded on 02/10/2023 stating that she had already agreed to provide a verbal daily report at pick up, and if staff are going to transition to a written report, she is willing to provide a weekly summary, but not a daily written summary. Child A's Mother sent Kristen Spoelman an email response on 02/12/2023 indicating that her original request of a weekly update would change to a daily update as recommended by a member of Child A's Individualized Education Program (IEP) team.

Child A's Mother sent the center an email on 06/19/2023 with detailed instructions on water play at the splash pad, which included images to demonstrate how to sign "wait", "yes", and "no." Child A's Mother concludes the email by requesting an update in the daily journal. CCSM 1 responded to the email on 06/20/2023. CCSM 1 informs Child A's Mother that she would be getting a paper to sign up for KLASSY where she will post pictures and updates.

APPLICABLE RULE	
R 400.8146	Information provided to parents.
	(4) Parents of children with special needs may request a written daily record that includes at least the information required by subrule (3) of this rule.
ANALYSIS:	Program director/licensee designee Kristen Spoelman did not ensure that a written daily record was provided to Child A's Mother as she requested.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Pamela Walker

12/06/2023

Pamela Walker
Licensing Consultant

Date

Approved By:

Katrice Sweet

12/19/2023

Katrice Sweet
Area Manager

Date