



GRETCHEN WHITMER  
GOVERNOR

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

Michelle Richard  
DIRECTOR

Kirsten Ruff  
Childtime Childcare, Inc.  
21333 Haggerty Road  
Novi, MI 48375

License Number: DC700393431

Dear Kirsten Ruff,

This letter is to advise you that the 12/08/2023 corrective action plan you submitted, regarding each rule violation cited in the recently completed Child Care Special Investigation Case, is approved.

You can find a copy of this corrective action approval letter and the associated report on our [website](#) under [Statewide Search for Licensed Child Care Centers and Homes](#). A description of each type of report and corrective action plans can be found under [Overview of Licensing Reports](#).

<b>Violation cited</b>	<b>Noncompliance observed</b>	<b>Plan to correct</b>	<b>Date to be completed</b>
R 400.8113(3)(b) Program director qualifications; responsibilities.	Based on staff interviews, parent interviews, and by her own admission, Virginia Green did not address CCSM 5's concern regarding CCSM 1 pushing Child A back by the face.	The new program director was trained on program director responsibilities, including parent communication.	04/10/2023
R 400.8140(1) Discipline.	Based on interviews, CCSM 1 did not use positive methods of discipline when she put her hand on Child A's head and pushed him backwards.	All staff were trained on positive methods of discipline and redirection.	04/01/2023

It is expected that the corrective action plan will be implemented within the time frames as outlined in your plan.

A follow-up evaluation may be made to verify compliance. Should the corrections not be implemented in the specified time, it may be necessary to reevaluate the status of your license.

The office provides technical assistance to meet the licensing requirements and consultation to improve services. Please contact Pamela Walker at (616) 250-8864 or [walkerp5@michigan.gov](mailto:walkerp5@michigan.gov). In the event that Pamela Walker is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Pamela Walker".

**Pamela Walker**

Child Care Licensing Consultant  
Child Care Licensing Bureau  
Michigan Department of Lifelong Education, Advancement, and Potential  
Phone: 616-250-8864