



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 29, 2022

Kristin Wise
Child Development Services of Ottawa County
100 South Pine, Suite 220
Zeeland, MI 49464

RE: License #: DC700408886
Investigation #: 2022D1078015
Longfellow Head Start

Dear Ms. Wise:

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 400.8125(1) Staff; volunteer; requirements

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

- I interviewed: the person who made the complaint, program director, child care staff member, parents.
- I completed on-site inspections on the following dates: 05/16/2022, 06/03/2022.

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

R 400.8125(1) Staff; volunteer; requirements

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 07/21/2022. 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.

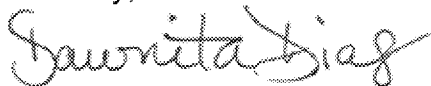
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

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"/>

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,



Dawnita M. Diaz, Licensing Consultant
 Child Care Licensing Bureau
 611 W. Ottawa
 P.O. Box 30664
 Lansing, MI 48909
 (616) 402-9376

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC700408886
Investigation #:	2022D1078015
Complaint Receipt Date:	05/12/2022
Investigation Initiation Date:	05/12/2022
Report Due Date:	07/11/2022
Licensee Name:	Child Development Services of Ottawa County
Licensee Address:	100 South Pine, Suite 220 Zeeland, MI 49464
Licensee Telephone #:	(616) 786-0736
Administrator:	Kristin Wise, Designee
Licensee Designee:	Kristin Wise, Designee
Name of Facility:	Longfellow Head Start
Facility Address:	32 East 24th Street Holland, MI 49423
Facility Telephone #:	(616) 786-0736
Original Issuance Date:	09/17/2021
License Status:	REGULAR
Effective Date:	03/17/2022
Expiration Date:	03/16/2024
Capacity:	140
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Child A, male age 3, was left in a classroom, staff were not aware he was gone from the group.	Yes

III. METHODOLOGY

05/12/2022	Special Investigation Intake 2022D1078015
05/12/2022	Special Investigation Initiated - Telephone Left message for Child A's Mother
05/12/2022	Contact - Telephone call received Message received from Child A's Mother
05/13/2022	Contact - Telephone call made Spoke with Child A's Mother re: incident
05/16/2022	Inspection Completed On-site Unannounced on-site 12:45pm-1:45pm met with child care staff members re: incident
05/16/2022	Contact - Document Sent Email sent to program director re: scheduling to meet
05/20/2022	Contact - Document Sent Email sent to program director re: meeting
05/31/2022	Contact - Telephone call made Left message for Laura Young, program director re: meeting
05/31/2022	Contact - Document Sent Email sent to Sherri Derr, designee, re: connecting with program director
06/03/2022	Inspection Completed On-site 9:55am-10:30am met with Laura Young re: incident
06/03/2022	Exit Conference
06/10/2022	Inspection Completed-BCAL Sub. Compliance

06/10/2022	Corrective Action Plan Requested and Due on 06/30/2022
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ALLEGATION: Child A, male age 3, was left in a classroom, staff were not aware he was gone from the group.

INVESTIGATION:

On 05/11/2022 I received an incident report from Laura Young, program director, stating Child A, male age 3, was found unattended in a classroom.

On 05/12/2022 I left a message for Child A's Mother regarding this incident.

On 05/13/2022 I spoke with Child A's Mother by telephone. She had been informed by Hailey Wright, Head Start advocate, that Child A had been found in a classroom alone. She said he was "missing" for approximately 10 minutes. She was concerned as to how this could have taken place. She stated since the incident Child A has been upset and not wanting to return to school. She was concerned with his supervision and how staff were going to ensure he was safe while in their care.

On 05/16/2022 I conducted an unannounced on-site inspection to the facility. Laura Young, program director, was not present in the center at that time. I met with Robert Cupp, lead caregiver, for Child A's classroom, outside the presence of others. He explained to me on the day of the incident his regular assistant was out sick. The incident took place at morning drop off where all the children were in the hallway placing their things in lockers and lining up to use the bathroom. He recalled he had 17 children present. He was supervising children in the hallway; the substitute Ashley Wells was in the hallway with him. Hailey Wright, advocate, walked up to the group in the hallway and began assisting when she realized a child had an accident. She asked Ashley Wells for some wipes, who then asked him about it. Meanwhile, Child A arrived late while all this movement was going on, and he helped Child A get comfortable with arriving as he was upset. Once he was settled, he set him down and recounted and moved his class down to the bathrooms. While at the bathrooms once the children started finishing the process, he and Ashley began counting children and he realized he had 19 children and was missing someone. He then realized Child A was not with the group and began looking for him. He was found in the classroom by himself. Mr. Cupp said in the process of moving from the lockers outside the classroom down to the bathroom Ampy Torres, administrative assistant, brought another child and he did not have any verbal interaction with her. He then counted that child when he recounted the class, not realizing Child A was missing from the group.

I then met with Hayleigh Wright, advocate, outside the presence of others. Ms. Wright said on the morning of the incident she walked down to help the class. This is not a part of her job; she was being helpful. When she arrived in the hallway a child had an accident, so she took him to the bathroom to clean him up. She asked

Ashley Wells for some wipes, who went into the classroom to look and then came out of the class and said there were none. She then took the child down to the bathroom and assisted and was with the class while everyone used the bathroom. When they finished this and counted to move back to the classroom, they “noticed they were one off”, and then they realized Child A was missing from the group. She and Mr. Cupp found Child A in the classroom. He was sitting inside the classroom doorway crying.

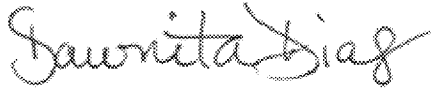
I then met face to face with Ampy Torres, administrative assistant. She recalled the day of the incident and said a child from the class had arrived late. She took the child down to the class where they were in the hallway putting their things away. She said she verbalized the child was there however she did not stop and speak to any specific person to confirm they heard she had brought the child.

On 06/03/2022 I met with Laura Young, program director, at the facility. She said on the day of the incident she went down to the bathrooms where Mr. Cupp’s class was in the process of using the bathroom before they began their day. While there Ms. Wright was finishing helping a child who had an accident. As the class was getting ready to move back to the classroom it was noticed that Child A was missing from the group. She said Child A was found in the classroom, he was crying and upset so she consoled him. She believes he went in the classroom during all the movement going on in the hallway when Ashely Wells went into the room to look for wipes. Child A is small and cannot open the classroom door on his own. She said she had spoken to the staff involved and realizes the amount of movement the class was doing played a role in the incident taking place. The program has finished for the school year so further training and observation of processes and procedures has not been able to take place.

APPLICABLE RULE	
R 400.8125	Staff; volunteer; requirements.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	Staff did not provide appropriate care and supervision to Child A when they did not know he was not with the class and was found unattended in the classroom.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon the receipt of an acceptable written plan of correction I recommend the status of the license remains unchanged.

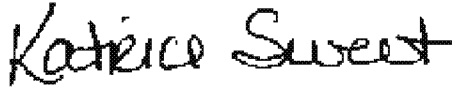


06/13/2022

Dawnita M. Diaz
Licensing Consultant

Date

Approved By:



06/29/2022

Katrice Sweet
Area Manager

Date