



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

December 16, 2022

Shannon Phelps  
Northwest Michigan Community Action Agency Inc  
3963 Three Mile Rd  
Traverse City, MI 49686

RE: License #: DC720406134  
**NMCAA Early HS Learning Center-HL  
Suites 3 & 4  
3225 W. Houghton Lake Dr.  
Houghton Lake, MI 48629**

Dear Ms. Phelps:

This letter is a follow-up to the Department's findings regarding the interim inspection conducted at your center on 12/08/2022. The purpose of this inspection was to determine compliance with applicable licensing statutes and administrative rules for Child Care Centers.

When I arrived on-site, program director Ms. Michelle Maxwell greeted me and showed me around the center's kitchen. I observed child care staff member Mr. Kristopher Ostrander preparing lunch.

Classroom 1# and #2 were engaged in outdoor play. As I arrived on the playground, the child care staff members were in the process of gathering the children together and leading them inside.

In Classroom #1, there were two child care staff members present: Ms. Michelle Nasser and Ms. Susan McCarver; along with five children in attendance. Ms. Nasser was observed moving around the classroom and assisting the children with their wants and needs. Ms. McCarver was observed assisting the children with taking off their outdoor clothing, changing diapers and assisting them with handwashing. Both Ms. Nasser and Ms. McCarver had a good rapport with one another, as well as, with the children in care. The children appeared happy and comfortable within their care.

In Classroom #2, there were two child care staff members present: Ms. Jessica Dowland and Ms. Nicole Pollard. Ms. Dowland was observed engaging the children in music and movement, changing diapers and assisting children with washing their hands. Ms. Pollard

was observed playing with the children in the kitchen area and assisting them with washing their hands. Both caregivers asked and answered the children's questions, encouraged independence and following rules to keep them safe. The children appeared happy and comfortable within their care.

The violations that were found are:

**R 400.8134            Hand washing.**

(2) All staff and volunteers shall wash their hands at all of the following times:

(j) When soiled.

In Classroom #1, child care staff members Ms. Michelle Nasser and Ms. Susan McCarver were observed not washing their hands once they came inside from outdoor play time.

**R 400.8134            Hand washing.**

(3) Staff and volunteers shall ensure that children wash their hands at all of the following times:

(d) When soiled.

In Classroom #1, child care staff members Ms. Michelle Nasser and Ms. Susan McCarver, did not ensure that child care children had washed their hands upon entering the classroom from outdoor play time.

**R 400.8176            Sleeping equipment.**

(16) All sleeping equipment and bedding must be washed, rinsed, and sanitized when soiled, between uses by different children, and at least once a week regardless of use by different children.

The sleeping mats in both of the classrooms were observed being stored up against the classroom walls and behind furniture and toys. Child care staff members reported that they spray them with a bleach water mix on a daily basis and then clean and sanitize them once a week on Friday's. The manner in which the mats were being stored, along with only a bleach water spray between the daily uses, did not ensure the mats were being kept clean and sanitized between uses.

Technical assistance and consultation were provided to program director Ms. Michelle Maxwell and licensee designee Ms. Katherine Kwiatkowski in the following areas:

- **R400.8112(2)(e) Comprehensive background check; fingerprinting.** 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.
- **R400.8143(1) Children’s records.** Ensure that all areas of the child information card are completed prior to the child’s first day in attendance.
- **R400.8325 Sanitization.** Adequate drain boards must be used when air drying dishes.
- **R400.8103(a) Definitions; S through Z.** “Sanitized” means to wipe or spray the surface with a sanitizing solution, let the surface air dry or wipe dry after 2 minutes with a single service towel, or according to the manufacturer’s directions.
- **R400.8173(4)(b) Equipment.** Toys that a child has placed in their mouth, must be cleaned and sanitized before returning it to the play area.

Due to the violations, you must send us a corrective action plan by **01/05/2023**. 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.

Upon receipt of an acceptable corrective action plan, there will be no change to your license status.

<b>During calendar year 2021:</b>	<b>Total</b>
Number of serious injuries that occurred in facility.	<b>0</b>
Number of deaths that occurred in the facility.	<b>0</b>
Number of substantiated cases of abuse and/or neglect of a child that occurred at the facility.	<b>0</b>

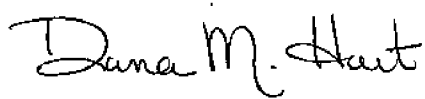
You can find a copy of this inspection letter and any associated corrective action plans on our [website](#) under [Statewide Search for Licensed Child Care Centers and Homes](#). A

description of when inspection letters are completed can be found under Overview of Licensing Reports.

Please 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.

Per MCL 722.113g, this report and any related corrective action plans must be filed in your Licensing Notebook.

Sincerely,

A handwritten signature in black ink that reads "Dana M. Hart". The signature is written in a cursive style with a large initial "D" and a distinct "M" and "H".

Dana M. Hart, Licensing Consultant  
Child Care Licensing Bureau  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
517-388-4625