



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 9, 2022

Brook Blanchard
Youth Development Company/PAL
PO Box 453
South Haven, MI 49090

RE: License #: DC800370398
Investigation #: 2023D0220002
YDC Learning Center

Dear Ms. Blanchard:

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 400.8335 (3) Food services and nutrition; provided by center.

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

- I interviewed the person who made the complaint, program director, licensee designee, child care staff members, and parents with relevant information.
- I completed an on-site inspection on the following date: 11/17/2022.

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

R 400.8335 (3) Food services and nutrition; provided by center.
R 400.8146 (3)(a) Information provided to parents.
R 400.8185(2) Primary care.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 12/29/2022. 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](#).

Sincerely,



Amy Steger, Licensing Consultant
 Child Care Licensing Bureau
 611 W. Ottawa Street
 P.O. Box 30664
 Lansing, MI 48909
 (269) 568-2915

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	DC800370398
Investigation #:	2023D0220002
Complaint Receipt Date:	11/16/2022
Investigation Initiation Date:	11/17/2022
Report Due Date:	01/15/2023
Licensee Name:	Youth Development Company/PAL
Licensee Address:	PO Box 453 10781 76th St. South Haven, MI 49090
Licensee Telephone #:	(269) 639-2489
Administrator:	Brook Blanchard, Designee
Licensee Designee:	Brook Blanchard, Designee
Name of Facility:	YDC Learning Center
Facility Address:	10781 76th St South Haven, MI 49090
Facility Telephone #:	(269) 767-7380
Original Issuance Date:	02/02/2015
License Status:	REGULAR
Effective Date:	04/14/2021
Expiration Date:	04/13/2023
Capacity:	62
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
An infant was fed a bottle of cow's milk.	Yes
Additional Findings	Yes

III. METHODOLOGY

11/16/2022	Special Investigation Intake - 2023D0220002
11/17/2022	Special Investigation Initiated - On Site Onsite from approximately 12:35 PM until 2:45 PM. Interviewed Licensee Designee, Brook Blanchard, Program Director, Nicole Dale, Child Care Staff Members, Krystyna Byrd, Selyna Taylor, and Kim Crump.
11/22/2022	Contact - Telephone call made Telephone contact with Child Care Staff Member, Tammy Wells.
11/23/2022	Contact - Telephone call made Telephone contact with Child A's Mother.
12/06/2022	Contact - Telephone call made Telephone contact with Child B's Mother and Child C's Mother.
12/07/2022	Inspection Completed-BCAL Sub. Compliance
12/09/2022	Exit Conference Telephone contact with Program Director, Nicole Dale.

ALLEGATION: An infant was fed a bottle of cow's milk.

INVESTIGATION: I conducted an unannounced onsite inspection at the center on 11/17/2022. I interviewed Program Director, Nicole Dale, regarding the allegations. She said Child Care Staff Member (CCSM), Krystyna Byrd, served Child A a bottle with cow's milk around noon on Tuesday, 11/15/2022. Lead caregiver, Selyna Taylor, notified Ms. Dale around 7:30 PM on 11/15/2022. Ms. Taylor tried to tell Ms. Dale directly after the incident, but Ms. Dale was busy, and Ms. Taylor did not want to interrupt. Ms. Dale told Ms. Taylor to interrupt her next time if it is important. Ms.

Byrd advised CCSM, Kim Crump, who acts as Ms. Dale's assistant of the incident. Ms. Crump forgot to tell Ms. Dale.

Ms. Dale contacted Child A's Mother immediately the evening of 11/15/2022 to advise her of the situation. Child A's Mother told Ms. Dale during that phone call that Child A was allergic to dairy. She had not previously reported this to the center or updated Child A's forms. Ms. Dale apologized and asked that Child A's Mother update the paperwork at the center. Child A went to the emergency room and the parents were told to monitor Child A. Child A has been out sick since the incident with an unrelated illness.

I requested a copy of the written and signed food agreement for Child A as well as child information cards. Ms. Dale had all CCSMs with knowledge of the incident write up a statement. I was provided with the written statements from CCSMs. I asked Ms. Dale to send me Ms. Byrd's training records for review. I received the training records via email from Ms. Dale on 11/17/2022.

I walked to the infant room with Ms. Dale so she could take Ms. Byrd's place while I conducted an interview. I observed the infant room and kitchen while onsite. There were individual cartons of 1% cow's milk and a large container of soy milk stored in the refrigerator.

I interviewed CCSM, Krystyna Byrd, while onsite at the center on 11/17/2022. Ms. Byrd use to work at the Youth Development Company in Coloma but has been at the South Haven center for a couple weeks. She previously was working with toddlers and preschool age children and now works with infants.

Ms. Byrd advised that on Tuesday, 11/15/2022, she fed Child A a 4-ounce bottle of breast milk. After consuming the entire bottle, Child A still appeared hungry. Child A only had two 4-ounce bottles of breast milk left. She didn't think this was enough for the rest of the day, so she took some cow's milk out of the refrigerator that is stored for the other children's lunches. She gave Child A 1-ounce of cow's milk. Ms. Byrd was not sure but thought it was 2% cow's milk. Child A seemed content after drinking the cow's milk. She changed his diaper and put him down for a nap. Child A drank the other two 4-ounce breast milk bottles that afternoon.

Ms. Byrd said that she did not know that Child A had an allergy to dairy when she served the bottle. She tried to tell Ms. Dale afterwards but she was busy, so she talked with Ms. Crump instead. Ms. Crump had her check the allergy list in her office and Ms. Byrd noted that Child A has acid reflux, but it did not say anything about a dairy allergy. I advised Ms. Byrd that infants should not be served anything other than formula unless written instructions are provided by a health care provider.

I spoke with Licensee Designee, Brook Blanchard, while onsite on 11/17/2022. She was aware of the incident and said Ms. Dale is addressing the concerns with the CCSMs. I asked Ms. Blanchard about the milk served at the center. Ms. Blanchard

is not sure what kind of milk they have onsite as it is sent by the South Haven Public Schools.

Ms. Blanchard stated that the center is short staffed and they continue to look for qualified CCSMs, especially lead caregivers. We discussed the variances for lead caregivers that are available. Ms. Blanchard advised the Ms. Crump used to be the lead caregiver in the infant room, and they are going to move her back into that position until they find someone new.

I interviewed lead caregiver, Selyna Taylor, while onsite on 11/17/2022. On Tuesday, 11/15/2022, all of the children in her classroom were sleeping. She was picking up toys and talking with another CCSM. During this time, Ms. Byrd walked over to them and said, "I gave him milk." Ms. Byrd told them that Child A was still hungry after his bottle. She didn't want to use Child A's other bottles. She didn't know what to do, so she gave him some cow's milk. Ms. Taylor asked Ms. Byrd if she contacted Child A's Mother to ask permission. Ms. Byrd said she did not and then walked away. Ms. Taylor did not have a chance to talk with Ms. Dale during the day, but she called her the evening of 11/15/2022 to advise her of the incident.

I interviewed CCSM, Kim Crump. She works in the office on Tuesdays. Ms. Byrd came into her office and said, "I gave Child A another ounce." She told Ms. Byrd to make sure to document it in Brightwheel and let the parents know if they are not sending enough milk. When Ms. Crump realized it was cow's milk and not breast milk, she told Ms. Byrd to check the allergy list. The allergy list only documented acid reflux.

Ms. Crump forgot to tell Ms. Dale about the incident while she was at the center. Ms. Dale called her on the evening of 11/15/2022 and told her that Child A had an allergic reaction. Ms. Crump advised the dairy allergy was not documented anywhere. Child A's Mother didn't find out until three weeks ago about the allergy and did not update the paperwork. Ms. Crump maintains the allergy list. She has asked all parents for an update regarding allergies. I advised that children under 12 months should only be given formula or breast milk unless otherwise specified by a health care provider.

I had telephone contact with CCSM, Tammy Wells, on 11/22/2022. She was on lunch when the cow's milk was served to Child A. Ms. Byrd said she gave Child A two ounces of cow's milk after his breast milk bottle because he still seemed hungry. Ms. Wells fed Child A his first bottle around 6:30 AM. Child A eats about every two hours. She went to lunch at 11:00 AM. She fed Child A another bottle around 12:30 PM when she returned from lunch and then again around 2:30 PM. She only fed Child A breast milk. She denied serving any cow's milk.

I had telephone contact with Child A's Mother over the telephone on 11/23/2022. She had sent five 4-ounce bottles of breast milk on 11/15/2022. Child A's Father picked up from the center that day at approximately 4:20 PM. She arrived home

between 6:00 PM and 6:30 PM. Child A's Father said that Child A had been screaming ever since he picked him up from the center. She noticed Child A's face was red and it looked like wind burn on his cheeks and chin. He then started to projectile vomit. She gave him a warm bath and then realized she had missed a call from Ms. Dale.

Ms. Dale told Child A's Mother that a CCSM had mistakenly given Child A regular milk. Child A's Mother clarified if was cow's milk that was given to Child A. Child A's Mother asked who gave him the milk, but Ms. Dale would not tell Child A's Mother which CCSM. Child A's Mother advised Ms. Dale of Child A's dairy allergy.

Child A developed a fever that was ranging from 100-104 degrees Fahrenheit on 11/15/2022, so Child A's Mother decided to take him to the emergency room. They told her it will run its course and to keep an eye on Child A. The next morning, Child A's fever was higher, and he had developed a cough. They went back to the emergency room on 11/16/2022 as he had come down with another illness.

I spoke with Child B's Mother over the telephone on 12/6/2022. She has not had any concerns with milk or food service. She has always premade bottles to send whether it was formula or breast milk. The center does provide lunches to children during the school year. Child B can have dairy products and the center has called to ask her for permission before serving.

I spoke with Child C's Mother over the telephone on 12/06/2022. She stated that the center is very particular about the bottles that are sent. They all have a name and date on them. The center also takes pictures and documents in Brightwheel.

I conducted an exit conference with Ms. Dale over the telephone on 12/09/2022.

I provided technical assistance during the onsite inspection on 11/15/2022. The soy milk needed to be labeled. The walkway between the Toddler 1 and Toddler 2 classrooms was blocked by a bookcase. The exits needed to remain unobstructed. I had them move the bookcase. Ms. Dale said there was a baby gate they would put up immediately. I advised the center needed to follow the Child and Adult Care Food Program (CACFP) guidelines which requires children 12 month to 2 years of age be served whole milk.

APPLICABLE RULE	
R 400.8335	Food services and nutrition; provided by center.
	(3) Infants shall only be served formula to drink unless written authorization is provided by the child's licensed health care provider.

ANALYSIS:	An infant (3 months) was served a bottle with 1% cow's milk.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION: While onsite on 11/17/2022, Ms. Dale advised that Child A's Mother expressed concern that not all of Child A's bottles were documented on 11/15/2022. She provided a copy of Child A's daily sheet from Brightwheel for 11/15/2022.

During my interview with Ms. Byrd on 11/17/2022, she said she forgot to tell Child A's Father at pick up about the cow's milk bottle. She had messaged Child A's Mother in Brightwheel on 11/15/2022, but not about the cow's milk bottle. I asked to review the daily sheet for 11/15/2022. Ms. Byrd was able to show me on her cell phone. Four bottles were documented as being served to Child A on 11/15/2022 at 6:53 AM, 9:15 AM, 11:39 AM, and 3:59 PM. There was no mention of cow's milk being served. Ms. Byrd stated that cow's milk was served after the 11:39 AM bottle. She was not sure who ultimately told Child A's parents about the cow's milk being served.

I interviewed Ms. Taylor while onsite on 11/17/2022. She saw CCSM, Tammy Wells, give Child A a bottle shortly after Ms. Byrd had fed the cow's milk bottle. Ms. Taylor wondered if it was cow's milk or breast milk. She expressed concern because the cow's milk bottle was not documented in Brightwheel. The correct ounces that Child A was served for the day was also not documented. Child A's Father picked up Child A and was not told about the cow's milk. No one told the parents until Ms. Taylor notified Ms. Dale and Ms. Dale called the parents.

Ms. Wells advised during her interview on 11/17/2022 at the center that she is not sure if the bottles were all documented in Brightwheel. She did not have her phone with her to look in the Brightwheel application.

During my interview with Child A's Mother on 11/23/2022, she expressed concern that only four of five bottles sent with Child A on 11/15/2022 were documented as being served in Brightwheel but all five bottles came home empty. The cow's milk bottle was also not documented in Brightwheel. She shared this concern with Ms. Dale. The center has sent a message on Brightwheel to request she provide more bottles or more ounces per bottle which she is doing now.

I spoke with Child B's Mother on 12/06/2022. She said most things are documented in Brightwheel, but not all. Sometimes things are missed. She attributed it to the high turnover rate.

I spoke with Child C's Mother on 12/06/2022. Child C eats both food from home and from the center. She is not sure if they document everything he eats as she sends food, and they serve him food from the center. The center sends all remaining food items home at the end of the week. The center also sends a menu so parents can see what is being served and tell the center if there is anything they don't want their child to consume. She saw in Brightwheel once that Child C was served chips and she told them she did not want him to have chips anymore. They were receptive and have not served him chips again.

APPLICABLE RULE	
R 400.8146	Information provided to parents.
	(3) For infants and toddlers, a center shall provide parents with a written daily record that includes at least the following information: (a) Food intake time, type of food, and amount eaten.
ANALYSIS:	Five bottles were sent to the center with Child A on 11/15/2022 and were sent home empty. Only four bottles were documented as being served to Child A.
CONCLUSION:	VIOLATION ESTABLISHED

INVESTIGATION: While interviewing CCSM, Krystyna Byrd, I asked if she was Child A's primary caregiver. She stated that they do not practice primary caregiving in the infant room because "it doesn't work for us." They all take turns with the children and whoever is available attends to each child. I explained the rationale for primary caregiving and encouraged Ms. Byrd to follow the primary caregiving rules.

I went back into the infant room after interviewing Ms. Byrd. I observed the Infant/Toddler Primary Caregiver Documentation form CCL-4557 posted in the infant room. It was old and outdated. Ms. Dale stated that they would update the form. I encouraged her to also document in Brightwheel primary caregiving assignments, so parents are better able to communicate with the CCSMs. We discussed the challenges of finding CCSMs which makes consistency difficult.

APPLICABLE RULE	
R 400.8185	Primary care.
	(2) The center shall implement a primary care system so that each infant and toddler has a primary caregiver.

ANALYSIS:	Child Care Staff Members are not implementing a primary care system so that each infant has a primary caregiver.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Amy Steger

12/09/2022

Amy Steger
Licensing Consultant

Date

Approved By:

Yolanda Sims

12/09/2022

Yolanda Sims
Area Manager

Date