



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 13, 2023

Rushdi Furrha
Squiggle Room LLC
812 Hampton Ridge
Akron, OH 44313

RE: License #: DC810404904
Investigation #: 2023D0104007
Squiggle Room

Dear Mr. Furrha:

I conducted a special investigation because the child care licensing bureau received information regarding your facility that related to licensing rules or law. The information was related to the following:

R400.8125(1)	Staff; volunteer; requirements.
R400.8170(9)	Outdoor play area.

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

- I interviewed the person who made the complaint, program director, licensee, licensee designee, child care staff member, and parents.
- I completed on-site inspections on the following dates: 1/30/23.

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

R400.8125(1)	Staff; volunteer; requirements.
R400.8170(9)	Outdoor play area.

I recommend issuance of a 1st provisional license. If you accept the provisional license, you must sign and return the enclosed waiver form. If you do not accept the provisional license, the matter will be forwarded to the disciplinary unit.

Due to the violations, you must send us a corrective action plan by 04/03/2023. 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.

During this special investigation:	Yes	No
A rule or law violation was found and a serious injury or death occurred.	☐	☒
A rule or law violation was found and abuse and/or neglect of a child occurred.	☐	☒

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,



Timothy A Swope, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 262-9838

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC810404904
Investigation #:	2023D0104007
Complaint Receipt Date:	01/24/2023
Investigation Initiation Date:	01/24/2023
Report Due Date:	03/25/2023
Licensee Name:	Squiggle Room LLC
Licensee Address:	100 Oakbrook Dr Ann Arbor, MI 48104
Licensee Telephone #:	(734) 657-1565
Administrator:	Rushdi Furrha, Designee
Licensee Designee:	Rushdi Furrha, Designee
Name of Facility:	Squiggle Room
Facility Address:	100 Oakbrook Dr Ann Arbor, MI 48104
Facility Telephone #:	(734) 369-4276
Original Issuance Date:	10/08/2021
License Status:	REGULAR
Effective Date:	04/08/2022
Expiration Date:	04/07/2024
Capacity:	131
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
On 1/23/23, Child A (age 4 years, male) was left alone outside on the enclosed outdoor play area for approximately 15 minutes until Child A's Mother arrived at the center to pick him up from care.	Yes
Additional Findings	Yes

III. METHODOLOGY

01/24/2023	Special Investigation Intake 2023D0104007
01/24/2023	Special Investigation Initiated - Telephone Telephone interview with Ms. Jenny Brundage, child care licensing consultant.
01/26/2023	Inspection Completed On-site Attempted onsite inspection at 10:00a.m. - facility closed due to weather and Ann Arbor Schools being closed.
01/30/2023	Inspection Completed On-site Onsite from 9:45a.m. until 11:30a.m. Interview with Ms. Paige Cadmus, program director/licensee designee and CCSM 5, assistant director. Observation of the PreK classroom and outdoor play area where Child A was left alone unsupervised.
02/14/2023	Contact - Telephone interview with CCSM 2, former child care staff member.
02/14/2023	Contact - Attempted telephone interview with CCSM 1, former child care staff member - left message.
02/14/2023	Contact - Attempted telephone interview with CCSM 3, child care staff member in preK room. - left message.
02/14/2023	Contact - Telephone interview with CCSM 4, child care staff member.
02/14/2023	Contact - Telephone interview with Child A's Mother.
02/15/2023	Contact - Telephone interview with CCSM 1, former child care staff member at the center.

02/15/2023	Contact - Attempted telephone interview with CCSM 3, Ms. Mariah Streetman, child care staff member - no answer.
03/07/2023	Contact - Attempted telephone interview with Child B's Mother - left message.
03/07/2023	Contact - Attempted telephone interview with Child C's Mother - left message.
03/07/2023	Contact - Telephone interview with Child C's Mother.
03/09/2023	Contact - Attempted telephone interview with Child B's Mother - no answer.
03/09/2023	Inspection Completed-BCAL Sub. Non-Compliance
03/09/2023	Exit conference with Mr. Russ Farrah, licensee
03/09/2023	Recommend 1 st provisional license

ALLEGATION: On 1/23/23, Child A (age 4 years, male) was left alone outside on the enclosed outdoor play area for approximately 15 minutes until Child A's Mother arrived at the center to pick him up from care.

INVESTIGATION: On 1/26/23, I reviewed an incident report sent to the department regarding Child A being left alone on the enclosed outdoor play area for approximately 15 minutes. The center did not realize Child A was left alone outside until Child A's Mother arrived to pick him up from care. After speaking with child care staff member (CCSM) 1 and CCSM 2, it was discovered that one CCSM thought the other CCSM had completed a head count and they were ready to go inside the center. Once they got inside of the center, Child A's Mother arrived, and they realized Child A was not in the classroom or movement room. Child A's Mother and CCSM 1 went outside and saw Child A standing by the gate where they come into the center.

On 1/26/23, Ms. Jenny Brundage, child care licensing consultant and I conducted an unannounced onsite inspection to the center. The center was closed due to inclement weather.

On 1/30/23, Ms. Jenny Brundage, child care licensing consultant and I conducted a second unannounced onsite inspection to the center and separately interviewed Ms. Paige Cadmus, program director and licensee designee and CCSM 5. I informed

them of the allegation. Both Ms. Cadmus and CCSM 5 acknowledged the allegation having occurred indicating on 1/23/23 at approximately 5:20p.m., Child A's Mother arrived at the center to pick up Child A from care. When Child A's Mother walked to the classroom, Child A was not in the classroom or movement room. Child A's Mother and CCSM 1 went outside to the outdoor play area to find Child A standing by the latched gate they use to enter the outdoor play area from the center. Child A was initially sad when Child A's Mother and CCSM 1 found him standing alone outside by the gate. After he was returned back to the classroom with Child A's Mother, Child A's spirits improved. Child A's Mother went to the office with Child A. Child A's Mother was upset and made CCSM 5 aware of Child A being left alone outside. CCSM 5 apologized to Child A's Mother telling her this was unacceptable. She immediately went to speak with CCSM 1 and CCSM 2, the CCSMs in Child A's PreK classroom to find out what happened. Both CCSM 2 and CCSM 1 told her they thought the other CCSM had already completed a head count and they were good to go inside; CCSM 2 said she just assumed Child A was in line with the other eight child care children. CCSM 5 said it was an oversight on both CCSM's part as they assumed Child A was in line with the other children. They both were aware of the centers expectations of performing head counts before and after return from outdoor play. Once arriving inside the center, neither CCSM recounted the children and began to assist the children with getting out of their outdoor clothing. Both CCSM 5 and CCSM 1 said they came inside from outdoor play around 5:00p.m. and began assisting the children with getting their coats and boots off. At 5:19p.m., Child A's Mother arrived at the center and signed Child A out from care. Child A's Mother walked down to the classroom and realized Child A was not present in the classroom; she and CCSM 1 immediately went outside and found Child A standing the latched gate that is used to enter the outdoor play area from the center. Both Ms. Cadmus and CCSM 5 said it was a lapse of judgment by the CCSMs as they assumed Child A was in line with the other children without completing another head count to assure all children were accounted for. Once they arrived inside of the center, neither CCSM completed another head count, therefore leaving Child A alone outside by himself for approximately 15-20 minutes timeframe. Ms. Cadmus tried to review the camera footage to get exact times Child A was outside but their camera system only records video movement. When Child A was outside standing by the gate, the camera did not pick him up therefore did not begin to record any footage. On 1/23/23, the preschool room had nine preschool-aged children present with two CCSMs, CCSM 1 and CCSM 2. They were operating within the correct child care staff member to child ratio requirement of 1:10.

Ms. Cadmus and CCSM 5 denied an incident happening like this before at the center. They immediately notified the department of the incident and completed an incident report. Ms. Cadmus said both CCSMs were terminated from employment. They have also incorporated the following safety measures into place to prevent another incident like this from occurring:

- Name to face attendance – each classroom was given a name to face attendance form which was put into effect immediately and used to document all

child care children's time or arrival, document every transition time, and departure time from the classroom, the CCSMs will also be doing name to face counts every hour to assure they are in compliance with the CCSM to child ratio requirements every hour.

- The CCSMs are also documenting the names of every child present on the door every hour for management to see.
- The center has now posted a sign in and sign out sheet in front of every exit door downstairs. The CCSMs will write down every child's name that is going outside, along with the time they are leaving the center. The CCSM will then write a check mark next to every child's name when they exit the building, and again when it's time for them to re-enter the center from outdoor play.
- The CCSMs will be using GroupMe application to notify management when they are leaving the classroom, to inform them of the CCSMs and children they have when leaving the classroom. This will assist management is being made aware of all transitions so they can monitor from their IPADS as an additional safety measure.
- The video surveillance system will always be monitored on both Ms. Cadmus and CCSM 5's IPAD so they are able to directly monitor all children and ensure for their safety at all times.

Ms. Brundage and I reviewed the centers premises and outdoor play area where Child A was left alone. CCSM 5 gave us permission to photograph the area both inside and outside of the center where Child A was found. The center is located in a free-standing two-story building located in Ann Arbor, Michigan. The upper (main level) of the building contains four classrooms, infant 1, infant room 2, toddler 1 and toddler 2. The lower level contains three rooms, the PreK room, the movement room, and the early preschool room that is divided into two separate spaces, for early preschool and preschool aged children. The outdoor play area is completely fenced and is located on both sides and behind the center.

The outdoor play area contains both elevated and non-elevated natural play equipment that is separated by age groups that includes the following:

- Treehouse platform climber approved for children ages 5-12 years old.
- Teepee with wall climber approved for children ages 5-12 years old.
- Spiderweb approved for children ages 2-12 years old.
- Kitchen play area approved for children of all ages.
- Texture table approved for children of all ages.
- Hexagon square ball box approved for children of all ages.
- Play panels water and musical approved for children of all ages.
- Log steps and Sorting tables approved for children of all ages.
- Teeter Totter approved for children ages 2 -12 years old.
- Slide built into the hillside approved for children ages 6 months – 4 years old.

- Larger slide built into the side of a hill approved for children ages 2 – 12 years old.

There are latched locking gates located on the north and south sides of the outdoor play area. Child A was found standing next to the latched gate located inside of the fenced play area adjacent to the center. The lower-level of the center has a door that exits directly to the outdoor play area. The lower-level classrooms have direct access to the fenced in play area from a lower-level exit door. This exit door is located within a close proximity of the preschool classroom and large motor area. Once exiting the building, the children are at lower grade level. The children travel up steps to the upper grade level where the play area equipment is located. At the top the steps have a locking latch that prevents children from gaining access to the stairway. This is where Child A's Mother and the CCSMs found Child A sitting when they went outdoors to look for him. According to Weather Application, on 1/23/23 at approximately 5:00p.m., the weather in Ann Arbor Michigan was 24 degrees Fahrenheit with a cloudy overcast. Although the outdoor play area is completely fenced, there is a small area near the southwest front entrance of the center that uses widely spaced handrails as a barrier in lieu of fencing. The widely spaced handrails lead to the building entrance ramp that is located adjacent to the parking lot. Had Child A decided to traverse in that direction, he could have left the playground by climbing through the spacing in the handrails.

On 2/14/23 and 2/15/23, I separately interviewed CCSM 1 and CCSM 2 via telephone. I informed both CCSMs of the allegations. Both CCSM 1 and CCSM 2 confirmed the allegation of Child A being left alone on the playground by himself for approximately 15 minutes. On 1/23/23 around 4:30p.m., the children wanted to go outside. Around 5:00p.m., CCSM 1 said the children began to get cold and wanted to go back inside. A little after 5:00p.m., CCSM 1 and CCSM 2 had the children line up at the gate. Child A was playing on the Tee Pee Wall climbing play structure. CCSM 2 told Child A to come and line up as it was time to go inside, he responded with "no". CCSM 2 said she thought CCSM 1 did a head count on the children and just assumed Child A was in line with the rest of the children. CCSM 2 said this was a huge oversight on her part as she knows the importance of completing head counts to assure all the children are accounted for. Both CCSMs and the children went inside. When they arrived back inside the center, CCSM 2 said they began helping the children with getting their outdoor clothing off. CCSM 1 took a group of children to the large motor area (gym) while CCSM 2 took a separate group of children into the classroom. Around 5:19p.m., Child A's Mother came into the gym to pick up Child A from care. Child A wasn't in the large motor area, they checked the preschool classroom and realized Child A was not there also. CCSM 1 looked in the bathrooms to assure Child A did not go into the bathroom. CCSM 1 then thought Child A may have been left outside and immediately went outside with Child A's Mother. CCSM 1 and Child A's Mother saw Child A sitting down by the gate area located at the top of the steps. CCSM 1 said Child A seemed confused and was crying. Child A said he got left behind. CCSM 1 was unsure if the exact amount of time Child A was left alone outside as they went back inside shortly after 5:00p.m. Both CCSM 1 and CCSM 2 estimated Child A being alone outside for approximately 15-19 minutes.

Both CCSM 1 and CCSM 2 acknowledged the center terminating them from employment after the incident. They both said the incident was accidental, as they assumed the other CCSM had completed a head count before coming back inside of the center. CCSM 2 said she would never do anything intentional to cause harm to a child.

On 2/14/23, I interviewed CCSM 4 via telephone. CCSM 4 worked in the preschool room until approximately 4:30p.m, when she left for the day. I informed CCSM 4 of the allegation. CCSM 4 said the center made her aware of the incident on 1/23/23 during the evening hours after she left work for the day. On 1/23/23 CCSM 4 took seven children outside for play after they woke from nap/rest time. CCSM 4 said Child A and one other child remained inside with CCSM 2 as they slept in late from nap/rest time and needed to have their afternoon snack. CCSM 4 said she brought all the children back inside at 4:29p.m. as she was due to leave work at 4:30p.m. At 4:30p.m., CCSM 1 and CCSM 2 took all the children back outside. CCSM 4 said around 5:40p.m., she received a telephone call from center informing her of Child A being left alone outside on the playground for approximately 15-20 minutes. CCSM 4 said the center requires CCSMs complete head counts before and after transition periods that includes going to and arriving back from outdoor playtime. Since the incident occurred, CCSM 4 said the center has made several new changes to assure an incident like this does not happen again to include creating name to face sheets that allow the CCSMs to sign children in and out each time during transition time. The CCSMs are also documenting their child ratio count on the door of their classroom every hour. They have added a video camera system that will be monitored by the program director and assistant program director continually. In addition, they have also created a group text communication to allow the CCSMs to communicate with administrators when transitioning the child care children. CCSM 4 could not recall any other incident of a child being left alone unsupervised at the center prior to this incident.

On 2/14/23 and 2/15/23, I made two separate attempts to interview child care staff member 3 (CCSM3) without success.

On 2/14/23, I interviewed Child A's Mother via telephone. Child A's Mother acknowledged the incident having occurred on 1/23/23 when he was left alone outside on the outdoor play area for approximately 15-19 minutes. Child A's Mother said she arrived at the center to pick him up from care around 5:15p.m. Child A's Mother went to the preschool room to pick up child A. She didn't see Child A in the classroom or large motor area (gym). Child A's Mother asked CCSM 1 and CSM 2 where Child A was? After CCSM 1 and CCSM 2 spoke with each other, CCSM 2 and Child A's Mother went outside to see if Child A was left alone in the outdoor play area. When CCSM 2 and Child A's Mother went outside, they saw Child A sitting by the gate the children use to enter and exit the outdoor play area from the lower level of the center. Child A was crying. Child A's Mother said when she spoke with Child A about what happened, Child A told her that he was playing up in the treehouse platform climber when CCSM 2 called his name to line up. Child A said he could not

get down fast enough from the climber before the CCSMs and children went inside the center. Child A's Mother said Child A has been attending care at the center for approximately 10 months. Prior to this incident, Child A's Mother had no concerns regarding the care and supervision the center provided to Child A. Since this incident, Child A's Mother has spoken with the center administration on all of the changes they have incorporated in order to safeguard from an incident like this happening again. Child A returned back to care at the center on 1/25/23. Child A's Mother picks up a little earlier as the morning staff are more experienced CCSMs than the afternoon CCSMs at the center.

On 3/7/23, I interviewed Child C's Mother via telephone. Child C has been enrolled in care at the center for approximately 1 ½ years. Child C's Mother expressed no concerns for the care and supervision the center provides to Child C each day. Child C's Mother said the CCSMs communicate with her on a daily basis regarding Child C's experiences while in care. If she hurts herself or becomes ill while in care, Child C's Mother said the center notifies her immediately by telephone. Child C's Mother said Child C likes all of the CCSMs and looks forward to attending care at the center each day; she was sad that she could not attend care at the center today due to her being ill.

On 3/7/23 and 3/9/23 I made two separate attempts to interview Child B's Mother via telephone without success.

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:	The center did not provide Child A with appropriate care and supervision on 1/23/23, when CCSM 1 and CCSM 2 left Child A unsupervised and alone in the fenced outdoor play area for approximately 15-19 minutes.
CONCLUSION:	REPAET VIOLATION ESTABLISHED SIR 2022D0197017 dated 9/22/2022 Corrective Action Plan dated 11/2/2022

ADDITIONAL FINDINGS:

INVESTIGATION: On 1/23/23, while engaged in outdoor play activities, Child A played up in the treehouse platform climber which is an outdoor play structure approved for children ages 5-12 years old. Child A told his mother that when CCSM

2 called his name to line up, he could not get down fast enough from the climber before the CCSM and children went inside the center.

APPLICABLE RULE	
R 400.8170	Outdoor play area.
	(9) Children shall only use age-appropriate equipment.
ANALYSIS:	On 1/23/23, Child A was playing up in the treehouse platform climber while engaged in outdoor play which was not age appropriate for Child A as this play structure is designed for children ages 5 – 12 years old.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend modification of the current status of the license to a first provisional license.

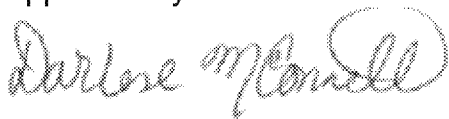


03/09/2023

Timothy A Swope
Licensing Consultant

Date

Approved By:



03/13/2023

Darlese McConnell
Area Manager

Date