



GRETCHEN WHITMER
GOVERNOR

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

Michelle Richard
ACTING DIRECTOR

5/29/2024

Starfish Family Services Inc
30000 Hiveley,
Inkster, MI, 48141

License Number: DC820284583
Special Investigation Number: SI-00078891

Dear Starfish Family Services Inc,

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:

Rule/Law Number	Rule Description
R 400.8137(6)	Diapers and training pants must be checked frequently and changed when wet or soiled.

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

- I interviewed: .
- I completed on-site inspections on the following dates:

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

Rule/Law Number	Rule Description
R 400.8137(6)	Diapers and training pants must be checked frequently and changed when wet or soiled.

Due to the violations, you must send us a [corrective action plan](#) by 6/19/2024. You can use our corrective action plan form or create your own.

If you need help writing the corrective action plan, please contact licensing consultant Nicole Gibby at [or gibbyn@michigan.gov](mailto:gibbyn@michigan.gov). 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 this report for accuracy and contact your consultant, Nicole Gibby at [or gibbyn@michigan.gov](mailto:gibbyn@michigan.gov). In the event that Nicole Gibby is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Nicole Gibby, Licensing Consultant

Enclosure

**MICHIGAN DEPARTMENT OF
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL
CHILD CARE LICENSING**

Report Type: Special Investigation Report

Date of Report: 5/29/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00078891	10/27/2023
Investigation Initiation Date	Report Due Date
10/31/2023	01/01/2024
License Number	Licensee Name(s)
DC820284583	Starfish Family Services Inc
Facility Name	Licensee Designee(s)
SFS Crestwood/St. John Bosco Head Start	April Lee Sawyer
Program Type	Central Administrator(s)
Center	
Capacity	Program Director(s) Name
124	
Facility Address	Mailing Address
12100 Beech Daly, Redford, MI, 48239	30000 Hiveley, Inkster, MI, 48141
Facility Phone Number	Facility Email Address
7345604935	asawyer@sfish.org
Original License Issuance Date	License Status:
10/26/2006	Regular
License Effective Date:	License Expiration Date:
3/7/2023	3/6/2025

ALLEGATION(S)

	Violation Established?	
Child A (3-year-old, male) was dropped off to the daycare center this morning around 8:30 am and was picked back up around 3:15 pm. It was observed that Child A was still wearing the same diaper from this morning and that he had never had a diaper change while being at daycare. Child A 's diaper was completely saturated and had soaked through his clothing.	Yes	

METHODOLOGY

Date	Activity
10/31/2023	Special Investigation Case Created SI-00078891
10/27/2023	Contact – Document Received I received a text message.
10/27/2023	Special Investigation Initiated via Phone Call

	I spoke with Child A (three-year-old, male) Mother.
10/27/2023	Special Investigation Initiated via Phone Call I spoke with Child A Mother.
10/30/2023	Contact – Phone Call Received I received a call from Child A Mother.
2/12/2024	Inspection Completed On-Site I completed an onsite inspection at the child care center. I arrived at 3:15 p.m. and departed at 4:00 p.m.
2/12/2024	Contact – Face to Face I interviewed Ms. Sawyer.
2/12/2024	Contact – Face to Face I interviewed CCSM 1,
4/1/2024	Contact – Phone Call Made I interviewed CCSM 2.
4/1/2024	Contact – Phone Call Made I attempted to interview Ms. Sawyer.
4/1/2024	Contact – Phone Call Made I attempted to interview CCSM 3.
4/1/2024	Contact – Phone Call Received I received a telephone call from CCSM 5.
4/3/2024	Contact – Document Received I received the requested documents from Ms. Sawyer via email.
4/3/2024	Contact – Phone Call Made I interviewed CCSM 3
4/4/2024	Contact – Phone Call Received I interviewed Child B Mother.
4/4/2024	Contact – Phone Call Made I left a voicemail message for Ms. Sawyer and CCSM 3
4/4/2024	Contact – Phone Call Received I spoke with CCSM 3.
4/4/2024	Contact – Phone Call Received I interviewed Child C (three-year-old, female) Mother.
4/4/2024	Contact – Document Received I received the child information card for Child A and the diapering guidelines for the child care center.
4/4/2024	Contact – Phone Call Made I attempted to interview Child B (four-year-old, male) Mother.
4/4/2024	Exit Conference I completed an exit conference with Ms. Sawyer, Licensee Designee.

ALLEGATION: Child A (3-year-old, male) was dropped off to the daycare center this morning around 8:30 am and was picked back up around 3:15 pm. It was observed that Child A was still wearing the same diaper from this morning and that he had never had a diaper change while being at daycare. Child A 's diaper was completely saturated and had soaked through his clothing.

INVESTIGATION:

On 10/27/2024, I spoke with Child A's Mother. She stated that Child A was dropped off at 8:30 a.m. and picked up 3:15 p.m. She said that Child A had on the same diaper and he was soiled and his clothes were soaked. She stated that she called child care staff member (CCSM) 1 to inform her that Child A was soaked, and his diaper had not been changed. Child A's Mother stated that she received a call from CCSM 3, she apologized to her for Child A's clothes being soiled and his diaper being soaked. Child A's Mother stated that she told CCSM 3 that she knew that this was a licensing violation. She said she also received an email from CCSM 3 explaining that it was brought to her attention that the child care staff members were not following the diapering log process properly and as a result Child A's diaper did not get changed. She told Child A's Mother that the incident would be documented in their system and reported to the Human Resource to determine the appropriate disciplinary action for the child care staff members. CCSM 3 assured Child A's Mother that the incident would be addressed and rectified immediately.

On 10/27/2023, Child A's Mother provided a copy of the email that she received from CCSM 3 via text message. The email documented the statement from Child A's Mother. According to Child A's Mother the child care staff admitted that they missed changing Child A's diaper, and he did not get changed. She stated that Child A teachers are CCSM 1 and CCSM 2. Child A was wet and no one could explain why. Child A's Mother reported that Child A had a change of clothes and he smelled way to bad, His pants were wet, and each layer of his clothing was wet including his sweatshirt. She stated that Child A was red on the top of his private area. Child A's Mother stated that the pediatrician prescribed an ointment for the diaper area.

On 10/30/2023, I received a call from Child A's Mother. She stated that she had documentation that she would like to share with me regarding her child's diaper changing record.

On 02/12/2024, I completed an onsite inspection at the child care center. I arrived at 3:15 p.m. and departed at 4:00 p.m. I interviewed Ms. April Sawyer, Licensee Designee and Program Director. She said CCSM 4 dismissed Child A to his mother at pick up. Child A's Mother called back to the child care center and spoke with CCSM 4, she told her that Child A's diaper was wet. Ms. Sawyer stated that she checked the diaper record and it did not indicate that Child A's diaper was changed. CCSMs were writing down the diaper changing times for other children. She said the child care staff members wrote down that the children were dry and the attempts when the children were taken to the bathroom.

Ms. Sawyer said CCSM 1 continues work in the classroom. CCSM 1 was placed on corrective action. CCSM 2 was terminated from employment. Ms. Sawyer said she would send me the date that CCSM 2 was terminated. CCSM 1 is now center support. She goes from classroom to classroom, she gives breaks, and she is a floater. On 02/12/2024, I interviewed CCSM 1, she stated that Child A is potty trainer. She said Child A was dry before he took his nap. CCSM 1 said all of the children's diapers are checked before they lay down for nap. She said on this day she checked Child A's diaper before naptime, and Child A was dry. All of the children's diapers are changed before nap if they are wet. CCSM 1 said Child A was on oxygen, and she monitored him very closely. She said she did not take a break while Child A was on the oxygen machine.

According to CCSM 1, when the other children were up from nap. Child A was still asleep. Child A's Mother has asked them to let him sleep and not to wake him up after nap. The children were receiving snack after nap while Child A was still asleep. CCSM 1 stated that she was serving snack and CCSM 2 was checking and changing diapers. CCSM 4 came and stated that Child A's Mother needed Child A in a hurry. When CCSM 2 woke Child A up from nap, his cot was not wet. CCSM 1 gave Child A some juice in the cup when he woke up. The juice spilled on his shirt and pants in the front. CCSM 2 gave Child A to CCSM 4 and she walked Child A to his mother's car. CCSM 1 said she explained to Child A's Mother that she gave Child A some juice in the cup and it spilled on his clothes. Child A's Mother did not acknowledge that it was juice on Child A's clothes. CCSM 1 stated that Child A's Mother brought the wet diaper to the child care center the next day and showed the photo of the wet clothes. She explained that the day before the incident Child A's Mother acknowledged that Child A was doing well with potty training. CCSM 1 stated that she had training after the incident on how to document the diaper log. She explained that diapers are checked throughout the day. The children are checked in the morning, before nap time, when the children wake up from nap, before dismissal, and on demand, in between times listed, if a child is wet or soiled. On 02/12/2024, I interviewed Ms. Sawyer. She stated that the diapers are changed every two hours and on demand. Ms. Sawyer explained that the children's diapers are also checked and changed when they wash their hands and during transitions. I requested child information cards, diaper changing records, and the diapering guidelines. Ms. Sawyer stated that she would be offsite on 2/13/2024, and that she would submit the information to me.

On 04/01/2024, I interviewed CCSM 2. She stated that she was employed from 08/2023-11/03/2023. She explained that she worked with CCSM 1 in the classroom. She stated that CCSMs would check Child A's diaper and would say he is fine. CCSM 2 said there was a diaper log that was kept in the diaper changing area. CCSM 2 said CCSM 1 would complete the log or write the information down regarding the children's diaper being checked or changed.

On 04/03/2024, I received the requested documents from Ms. Sawyer via email. The diaper log dated 10/23/2023, did document that Child A's diaper was changed. I reviewed the daily schedule for the classroom. The bathroom time is indicated on the

schedule throughout the day four times. The random selection of child information cards was included in the email. Ms. Sawyer included a statement regarding the incident. She reported that on 10/26/2023, Child A's Mother asked for Child A to be brought down to the car as she was in a hurry that day and Child A was picked up early. Child A's Mother called CCSM 4 to let her know that Child A's diaper was wet.

Ms. Sawyer reviewed the diaper log it was found that the log had not been used properly. Ms. Sawyer explained that an internal investigation was completed by Human Resources which resulted in the termination of CCSM 2, and CCSM 1 was placed on corrective action. As a result of CCSM 2 being terminated the classroom was closed due to lack of staff with plans to reopen in the near future. She reported that Child A's Mother plans for Child A to return to the classroom once it reopens. Ms. Sawyer reported that since we met on 02/12/2024, the classroom reopened on 03/05/2024. Child A is currently attending regularly as well as both siblings in other classrooms at the child care center.

On 04/04/2024, I left a voicemail message for Ms. Sawyer and CCSM 3. I sent an email to Ms. Sawyer.

On 04/04/2024, I attempted to interview Child B's (4-year-old, male) Mother. I left a voicemail message. I interviewed Child B's Father. He stated that his experience at the child care center had been good. He did not have any concerns about the care that Child B receives.

On 04/04/2024, I interviewed Child C (3-year-old, female) Mother. She said the child care center staff is doing an amazing job. She does not have any concerns about the care that Child C receives.

On 04/04/2024, I interviewed Child B's Mother. She said Child B loves the child care center, and she does not have any concerns about the care that Child B receives.

On 04/04/2024, I completed an exit conference with Ms. Sawyer, Licensee Designee.

On 04/04/2024, I received the child information card for Child A and the diapering guidelines for the child care center.



RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8137(6)	Diapers and training pants must be checked frequently and changed when wet or soiled.
ANALYSIS:	Child care staff members did not frequently check or change Child A's diaper when he went home in a soiled diaper.
CONCLUSION:	Violation Established

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BUREAU RECOMMENDATION

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

Approved By:			
 Nicole Gibby Consultant	05/29/2024 Date	 LaTanya Ellington Area Manager	05/29/2024 Date