



GRETCHEN WHITMER
GOVERNOR

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

Michelle Richard
ACTING DIRECTOR

4/16/2024

Mohammad Khan
Bright Angels Child Day Care Center
2101 Grove St. Suite 52, Wyandotte, MI, , 48192

License Number: DC820402542

Dear Mohammad Khan,

This letter is to advise you that the 4/8/2024 corrective action plan you submitted, regarding each rule violation cited in the recently completed Child Care Special Investigation Case, is approved.

You can find a copy of this corrective action approval letter and the associated report on our [website](#) under [Statewide Search for Licensed Child Care Centers and Homes](#). A description of each type of report and corrective action plans can be found under [Overview of Licensing Reports](#).

Violation cited	Noncompliance observed	Plan to correct	Date to be completed
R 400.8125(1)	The Licensee, was aware that the identified person was found non-conductive and should not have been in the center. Parents identified the said person as being in the center on a daily basis. Other CCSM also reported that the identified person was in the facility on a daily basis.	The building that the child Daycare center is in is a multi-purpose use building with multiple tenants. The said person also works for another company within the building that shares the same hallways and the same utility rooms as the day care center uses. To address the issue of having staff deemed not appropriate for care and supervision at the center, the following compliance plan will be implemented: **Achieving	12/26/23

		<p>Compliance:** 1. **Immediate Action:** Remove the identified staff member from any direct care and supervision roles immediately. 2. **Staff Training:** Implement mandatory training programs focused on compliance, appropriate conduct, and care standards. **Monitoring Compliance:** 1. **Regular Audits:** Conduct regular audits of staff files and performance to ensure all team members meet the required standards. 2. **Supervision:** Increase supervision and random checks to monitor staff interactions and care provision. 3. **Feedback System:** Establish a system for receiving and addressing feedback from clients and other staff members regarding personnel conduct. **Maintaining Compliance:** 1. **Ongoing Education:** Provide continuous education on policy changes, best practices, and ethical standards in care. 2. **Performance Evaluations:** Regularly evaluate staff performance with a focus on compliance</p>	
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		<p>and appropriate behavior. 3. **Corrective Action Plans:** Develop corrective action plans for staff who fail to meet standards, including retraining or potential dismissal.</p> <p>**Documentation and Record Keeping:** - Keep detailed records of all staff training, certifications, and evaluations. - Document any incidents or compliance issues, along with the steps taken to resolve them. This plan will be communicated to all staff members, and adherence will be strictly enforced to maintain a safe and compliant care environment. Regular reviews of the plan will be conducted to ensure its effectiveness and to make necessary adjustments.</p>	
R 400.8182(3)(a)	<p>At the time of the onsite visit, the infant room was out of ratio. There was 1 CCSMs present with 5 infants, there should have been 2 CCSMs present. At the time of the onsite visit, there were 9 toddlers present with 2 CCSMs, there should have been 3 CCSMs present. At the time of the onsite visit, in the second toddler room, there were 11 toddlers</p>	<p>To ensure that all classrooms maintain the appropriate ratio by using the youngest child's age for determination, the following plan will be implemented:</p> <p>**Achieving Compliance:** 1.</p> <p>**Policy Update:** Clearly define and communicate the ratio policy, emphasizing the</p>	12/26/23

	<p>present with 2 CCSMs, there should have been 3 CCSMs present. CCSMs confirmed that children are held in one room in the morning, all of mixed ages.</p>	<p>use of the youngest child's age for ratio calculations. 2. Staff Training: Conduct training sessions for all staff to understand and apply the updated ratio policy effectively. 3. Roster Adjustments: Adjust classroom rosters to ensure compliance with the new ratio requirements. Monitoring Compliance: 1. Daily Checks: Perform daily checks at the beginning of each session to verify that each classroom is in compliance with the ratio policy. 2. Record Keeping: Maintain accurate records of children's ages and classroom ratios for monitoring purposes. 3. Surprise Audits: Conduct unannounced audits to ensure ongoing compliance with the ratio policy. Maintaining Compliance: 1. Regular Reminders: Send regular reminders to staff about the importance of maintaining the correct ratios. 2. Ongoing Support: Provide ongoing support and resources to staff for any challenges in maintaining ratios. 3. Policy</p>	
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		<p>Reinforcement:** Reinforce the policy through periodic reviews during staff meetings.</p> <p>**Documentation and Record Keeping:** - Keep detailed records of daily ratio checks and any incidents of non-compliance. - Document staff attendance and the ages of children present each day to support ratio compliance. This plan will be reviewed and updated regularly to ensure its effectiveness and to adapt to any changes in regulations or center needs. It's essential to work collaboratively with the staff to foster a culture of compliance and to provide the best care for the children.</p>	
R 400.8125(2)	<p>Brittney Beitler was found to be present at the center on a regular basis, after being informed that she was no allowed to be at the center. Several CCSMs reported seeing Brittney at the center on a regular basis. Parents reported interacting with Brittney on a regular basis and receiving phone calls about their children.</p>	<p>To address the issue of having staff deemed not appropriate for care and supervision at the center, the following compliance plan will be implemented:</p> <p>**Achieving Compliance:** 1. **Immediate Action:** Remove the identified staff member from any direct care and supervision roles immediately. 2. **Staff Training:** Implement mandatory training programs focused on</p>	12/26/23

		<p>compliance, appropriate conduct, and care standards. Monitoring Compliance: 1. Regular Audits: Conduct regular audits of staff files and performance to ensure all team members meet the required standards. 2. Supervision: Increase supervision and random checks to monitor staff interactions and care provision. 3. Feedback System: Establish a system for receiving and addressing feedback from clients and other staff members regarding personnel conduct. Maintaining Compliance: 1. Ongoing Education: Provide continuous education on policy changes, best practices, and ethical standards in care. 2. Performance Evaluations: Regularly evaluate staff performance with a focus on compliance and appropriate behavior. 3. Corrective Action Plans: Develop corrective action plans for staff who fail to meet standards, including retraining or potential dismissal. Documentation and Record Keeping: -</p>	
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		<p>Keep detailed records of all staff training, certifications, and evaluations. - Document any incidents or compliance issues, along with the steps taken to resolve them. This plan will be communicated to all staff members, and adherence will be strictly enforced to maintain a safe and compliant care environment. Regular reviews of the plan will be conducted to ensure its effectiveness and to make necessary adjustments.</p>	
R 400.8113(2)(b)	<p>Program Director was not present at the time of my arrival. After to speaking with several employees, they stated that they had not seen the PD, and one CCSM reported not ever meeting the PD.</p>	<p>To ensure compliance with the required presence of the Program Director at the center, the following plan outlines the steps for achieving, monitoring, and maintaining compliance: **Achieving Compliance:** 1. **Review Current Policies:** Assess the existing policies to understand the required amount of time the Program Director should be present at the center. 2. **Set Clear Expectations:** Communicate with the Program Director to establish clear expectations regarding their presence and</p>	12/26/23

		<p>responsibilities. 3.</p> <p>**Adjust Schedules:** Work with the Program Director to adjust their schedule to meet the required hours at the center.</p> <p>**Monitoring Compliance:** 1. **Time Tracking System:** Implement a time tracking system to log the hours the Program Director spends at the center. 2. **Regular Check-Ins:** Schedule regular check-ins with the Program Director to review their presence and discuss any challenges. 3.</p> <p>**Reporting Mechanism:** Create a reporting mechanism for the Program Director to submit their weekly attendance and activities. **Maintaining Compliance:** 1.</p> <p>**Continuous Training:** Provide ongoing training to the Program Director about the importance of compliance and the consequences of non-compliance. 2.</p> <p>**Performance Reviews:** Conduct periodic performance reviews to assess the Program Director's adherence to the required presence. 3.</p> <p>**Feedback Loop:** Establish a feedback</p>	
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		<p>loop to address any issues promptly and adjust the plan as necessary.</p> <p>**Documentation and Record Keeping:** - Maintain detailed records of the Program Director's attendance and activities at the center. - Ensure all documentation is accessible for review by regulatory bodies if required. This plan should be revisited and updated regularly to reflect any changes in regulations or center policies. It's also important to maintain open communication with the Program Director to ensure they are supported in meeting the compliance requirements.</p>	
R 400.8113(2)	<p>The Program Director admitted to not being at the center for the required amount of time. CCSMs reported not knowing who the Program Director was and reported to never seeing the identified Program Director.</p>	<p>To ensure compliance with the required presence of the Program Director at the center, the following plan outlines the steps for achieving, monitoring, and maintaining compliance: **Achieving Compliance:** 1. **Review Current Policies:** Assess the existing policies to understand the required amount of time the Program Director should be present at the center.</p>	12/26/23

		<p>2. Set Clear Expectations: Communicate with the Program Director to establish clear expectations regarding their presence and responsibilities. 3.</p> <p>Adjust Schedules: Work with the Program Director to adjust their schedule to meet the required hours at the center. Monitoring Compliance: 1. Time Tracking System: Implement a time tracking system to log the hours the Program Director spends at the center. 2. Regular Check-Ins: Schedule regular check-ins with the Program Director to review their presence and discuss any challenges. 3.</p> <p>Reporting Mechanism: Create a reporting mechanism for the Program Director to submit their weekly attendance and activities. Maintaining Compliance: 1.</p> <p>Continuous Training: Provide ongoing training to the Program Director about the importance of compliance and the consequences of non-compliance. 2.</p> <p>Performance Reviews: Conduct</p>	
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		<p>periodic performance reviews to assess the Program Director's adherence to the required presence. 3.</p> <p>**Feedback Loop:** Establish a feedback loop to address any issues promptly and adjust the plan as necessary.</p> <p>**Documentation and Record Keeping:** - Maintain detailed records of the Program Director's attendance and activities at the center. - Ensure all documentation is accessible for review by regulatory bodies if required. This plan should be revisited and updated regularly to reflect any changes in regulations or center policies. It's also important to maintain open communication with the Program Director to ensure they are supported in meeting the compliance requirements.</p>	
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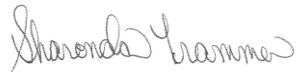
It is expected that the corrective action plan will be implemented within the time frames as outlined in your plan.

A follow-up evaluation may be made to verify compliance. Should the corrections not be implemented in the specified time, it may be necessary to reevaluate the status of your license.

The office provides technical assistance to meet the licensing requirements and consultation to improve services. Please contact Sharonda Trammer at 517-930-

3791or trammers@michigan.gov. In the event that Sharonda Trammer is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,

A handwritten signature in cursive script that reads "Sharonda Trammer".

Sharonda Trammer, Licensing Consultant