



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

REDACTED REPORT

August 4, 2023

Fay Washington
48 Hannah Street
Battle Creek, MI 49014

RE: License #: DG130394610
Investigation #: 2023D0216013
Busy Bees Community Childcare

Dear Fay Washington:

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 400.1911(1) Care; supervision; children.
R 400.1961(1)(a) Parent notification required; incidents; accidents; illness; disease; isolation.

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

- I interviewed the licensee, child care staff members, parents, children, and others with relevant information.
- I completed on-site inspections on the following dates: June 26, 2023, and July 11, 2023.

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

R 400.1961(1)(a) Parent notification required; incidents; accidents; illness; disease; isolation.

I recommend no change to the current license status.

Due to the violation, you must send us a corrective action plan by August 24, 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.	<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"/>

You will be sent two copies of this report. One is **not for public disclosure** and one is a **redacted report**.

- The report marked **not for public disclosure** is for your records only. This copy may contain legally protected information. It must not be placed in your licensing notebook.

The report marked **redacted report** may have some legally protected information blacked out. The **redacted report** and any related corrective action plans must be placed in your licensing notebook. The **redacted 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,

Carrie Harris

Carrie Harris, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
PO Box 30837
Lansing, MI 48909
(269) 615-5617

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DG130394610
Investigation #:	2023D0216013
Complaint Receipt Date:	06/22/2023
Investigation Initiation Date:	06/23/2023
Report Due Date:	08/21/2023
Licensee Name:	Fay Washington
Licensee Address:	48 Hannah Street Battle Creek, MI 49014
Licensee Telephone #:	(269) 420-8374
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	Busy Bees Community Childcare
Facility Address:	48 Hannah Street Battle Creek, MI 49014
Facility Telephone #:	(269) 420-8374
Original Issuance Date:	05/07/2019
License Status:	REGULAR
Effective Date:	11/07/2021
Expiration Date:	11/06/2023
Capacity:	14
Program Type:	CHILD CARE GROUP HOME (CAPACITY 7-12)

II. ALLEGATION(S)

	Violation Established?
On June 21, 2023, Child A (male, [REDACTED]) against a [REDACTED]. Child A was taken to [REDACTED] for an examination.	Yes
Additional Findings	No

III. METHODOLOGY

06/22/2023	Special Investigation Intake 2023D0216013
06/23/2023	Special Investigation Initiated - Telephone Spoke to Child A & B's Mother from 2:37 PM to 3:17 PM
06/23/2023	Contact - Document Received Pictures and Medical Report received from Child A & B's Mother
06/23/2023	Contact - Telephone call made Spoke to Centralized Intake
06/23/2023	Contact - Document Sent Sent DHHS-3200 to Centralized Intake
06/26/2023	Contact - Document Received Incident Report received from Child Care Licensing Consultant, Beth Goding
06/26/2023	Inspection Completed On-site Spoke to Fay Washington, Child Care Staff Member 1, and Child Care Staff Member 2 from 12:05 PM to 1:00 PM
06/26/2023	Contact - Document Received Pictures and sign-in sheet
06/27/2023	Contact - Telephone call made Spoke to Child C's Mother and Child D's Mother. A voicemail message was left for Child E's Mother.
06/27/2023	Contact – Document Received

	Medical Report from [REDACTED]
07/11/2023	Inspection Completed On-site Spoke to Child Care Staff Member 3
07/11/2023	Contact - Face to Face Spoke to Child A & B's Mother and Child B
07/12/2023	Exit Conference Spoke to Licensee, Fay Washington
07/14/2023	Contact - Telephone call made Spoke to [REDACTED] [REDACTED]
08/01/2023	Inspection Completed-BCAL Sub. Compliance

ALLEGATION: On June 21, 2023, Child A (male, [REDACTED]) [REDACTED] against a [REDACTED]. Child A was taken to [REDACTED] for an examination.

INVESTIGATION: On June 23, 2023, I spoke to Child A & B's Mother by telephone who said Child A (male, age 11 months) had been attending Busy Bee's Community Childcare that is owned by licensee, Fay Washington, since he was three weeks old, and Child B (male [REDACTED]) had been attending the child care group home for four years. On the morning of June 21, 2023, Child A & B's Mother said she dropped Child A and Child B off at the child care home around 8:30 AM and Child A did not have any marks or bruises on his face. She told the child care staff members at the facility that the children would be picked up by their grandfather because she had a medical appointment.

Child A & B's Mother said she later realized her appointment was on a different day and decided to pick the children up herself around 4:00 PM. When she arrived, Child A had [REDACTED] across his [REDACTED] that spanned from [REDACTED] between [REDACTED], to the other [REDACTED] and almost up [REDACTED]. He had an [REDACTED]. Fay Washington told Child A & B's Mother she did not contact her to tell her about the injury because she did not want to worry her. Fay Washington told Child A & B's Mother that Child A was in a baby walker outside in the backyard and he moved it towards the edge of the pavement where there were rocks and the walker's wheel went off the pavement onto the rocks and tipped over onto its side and Child A [REDACTED]. Child A cried and the child care staff members put [REDACTED].

a cool compress on his [REDACTED], he calmed down, and then they laid him down for a nap.

Fay Washington told Child A & B's Mother that they did not notice the [REDACTED] until he got up from his nap. Child A & B's Mother said she was not sure how long Child A was awake before she arrived. She immediately secured care for Child B and took Child A to the emergency room [REDACTED] for an evaluation because she was concerned Child A could have a [REDACTED]. She did not think the story provided by Fay Washington was consistent with his [REDACTED]. She said Fay Washington also said maybe Child A [REDACTED] on the [REDACTED] during naptime. Child A & B's Mother said the emergency room physician told her that as long as Child A had normal activities and movement, they were not concerned about a [REDACTED].

[REDACTED] suggested Child A's Mother put a cool compress on his [REDACTED] and give him Infant [REDACTED] or Infant [REDACTED], as needed. Fay Washington texted Child A & B's Mother that evening to ask how Child A was doing and to find out what the doctor said about his [REDACTED]. I asked Child A's Mother how Fay Washington reports incidents or injuries to parents, and she said Fay Washington will usually tell her about any injuries at pick-up time unless they are serious because she does not want to bother parents at work. Child A & B's Mother said Child A is doing better now but he still has some [REDACTED] near his [REDACTED], and he does not want anyone to [REDACTED]. Child A's Mother stated that she had taken pictures of Child A's [REDACTED] the day the incident occurred. I asked her to send me the pictures and a copy of the medical report she received from the hospital. She said Child A and Child B would most likely not be returning to the child care home but she had not yet found another provider and was not sure what to think because she had never been unhappy with the provider before this incident.

On June 23, 2023, I received a text message from Child A & B's Mother that included pictures she had taken of Child A on June 21, 2023, the "After Visit Summary" from [REDACTED] and a picture of Child A taken on June 23, 2023. The pictures taken on June 21, 2023, show Child A napping in a car seat. Child A had a [REDACTED] that [REDACTED], across [REDACTED] to the other [REDACTED]. There was a [REDACTED] that radiated up from his [REDACTED] almost to his [REDACTED]. The "After Visit Summary" from [REDACTED] indicated that he was seen by [REDACTED] for [REDACTED] on June 21, 2023. The medical report stated that Child A experienced [REDACTED] that was not serious enough to require hospitalization. The information packet stated that [REDACTED] are common and included instructions for home care and when to seek immediate medical care if his condition changed. I asked Child A & B's Mother what his [REDACTED] June 23, 2023, and she texted a picture to me. Child A was sleeping. The [REDACTED] was gone, but I could see [REDACTED]. One was located on the outer side of [REDACTED].

his [REDACTED] and the other [REDACTED] just below his [REDACTED].
There was [REDACTED] and some [REDACTED].

On June 23, 2023, I made a verbal report to Centralized Intake to report the incident and followed it up with a written report that was sent the same evening. I was concerned because Child A & B's Mother did not feel the [REDACTED] were consistent with what Fay Washington had told her had happened and the pictures showed significant [REDACTED] to Child A's [REDACTED].

On June 26, 2023, I contacted Child Care Licensing Consultant, Beth Goding, to see if Fay Washington had reported the incident to her as required. Beth Goding responded and said that Fay Washington had sent her an incident report on June 22, 2023. The incident report stated that around 11:50 AM on June 21, 2023, Child A was in a baby walker moving around on the covered driveway. The front wheels of his walker rolled down about a 4-inch drop on the side of the driveway. Child A [REDACTED], over the front of the walker, with [REDACTED], which is about 2 feet from the edge of the driveway where the 4-inch drop is located. She stated that there was a [REDACTED] on his [REDACTED] and first aid was given. The incident report stated that Child A & B's Mother was contacted about the incident at 3:30 PM.

On June 26, 2023, [REDACTED] and I made an onsite inspection to Fay Washington's child care home and spoke to Fay Washington, Child Care Staff Member 1, and Child Care Staff Member 2, about the allegation. Fay Washington stated that on June 21, 2023, Child A was moving around in a baby walker in the backyard on the paved driveway. Around 11:45 or 11:50 AM, Child A moved the walker to the edge of the driveway and the front wheels of the walker fell off the pavement, causing the walker to partially [REDACTED] and Child A's [REDACTED].

Fay Washington admitted that she did not see the accident happen because she was in a different part of the backyard. She said Child Care Staff Member 3 (CCSM 3) was outside with her, but she also did not see the incident happen. She said Child Care Staff Member 2 (CCSM 2) was in the kitchen and witnessed it through the window and rushed outside to comfort Child A. Child A cried and had [REDACTED] [REDACTED] but it was so small they were not sure if it was an [REDACTED] or from a bug bite. CCSM 2 cleaned it off but did not feel it was necessary to apply ice or put a band aid on the injury. Child A stopped crying, ate lunch, and went down for a nap around 12:30 PM. Child A woke up from his nap around 3:00 PM and that is when Fay Washington noticed the [REDACTED] and ice was applied. Fay Washington said she was going to contact Child A & B's Mother, but she arrived around 3:30 PM before she had a chance to call her.

[REDACTED] asked Fay Washington why she did not contact Child A's Mother when the incident happened earlier in the day, and Fay Washington said her standard procedure is that she only calls the parents if there is an injury, and she

was not sure the [REDACTED] Child A's [REDACTED] was caused from [REDACTED] the walker. We asked Fay Washington what she used for discipline with the babies, and she said they do not discipline infants. She said they will remove the child from an area if it is not safe for the child. Fay Washington described Child A as a pleasant, active baby and did not have any concerns about him.

Fay Washington took [REDACTED] and I into her fenced backyard and we observed a large fenced in play area. There was green indoor/outdoor carpeting over the paved driveway that had portable play equipment. We observed a "Baby Trend" walker on the carpeting and Fay Washington indicated that was the walker Child A was in when he fell. We asked Fay Washington where the incident occurred, and she led us to the front right corner of the fenced play area on the carpeted driveway. There was a small gap between the side of the pavement and the fence that contained large rocks and fresh soil. Fay Washington explained that she had added fresh soil to the rocks after Child A was [REDACTED] and was going to plant grass there to create a barrier so it would not happen again. We noticed that a garbage receptacle was near the place where Child A's walker went off the pavement and a large piece of heavy cardboard, or fiberboard, was folded up next to the garbage can with a large cardboard box. Fay Washington said it was a ceiling tile that had fallen in her basement, but it would not fit in the garbage can. I took six pictures of the baby walker and the place where Fay Washington said Child A had rolled off the pavement and [REDACTED].

[REDACTED] asked Fay Washington if she had cameras that might have captured the incident outside. Fay Washington said she did have a camera, but it was motion activated and does not run continuously so she was not sure if it recorded the incident. She pulled the camera footage up on her phone from June 21, 2023, and we were able to see Child A moving around quickly in the baby walker and heading towards the side of the driveway where Fay Washington indicated that the wheel went off the pavement and into the rocks. The video footage skipped at the point where Child A [REDACTED] but the next video clip showed an empty baby walker and the piece of fiberboard lying on the ground between the garbage receptacle and the walker near the edge of the pavement. I asked Fay Washington if the fiberboard may have fallen on Child A causing the [REDACTED]. She said she did not see the incident happen but acknowledged that it was a possibility when she watched the video.

Child Care Staff Member 1 (CCSM 1) stated that on June 21, 2023, she was inside making lunch around 11:30 AM and the children in care were playing in the fenced backyard with Fay Washington and CCSM 3. CCSM 2 had just come back inside the home for a moment when CCSM 1 said she looked out the window and saw that Child A had partially tipped his walker over in the rocks and [REDACTED]. CCSM 2 rushed outside and picked up Child A and brought him back indoors. Child A stopped crying and calmed down quickly. CCSM 1 and CCSM 2 both examined Child A's [REDACTED] and saw only a [REDACTED] on his [REDACTED]. Child A did not act like he was in pain and ate lunch shortly after the

incident. After lunch, he went down to nap in a crib for an hour to an hour and a half. Child A woke up before the other children in care and that is when they noticed the [REDACTED]. CCSM 1 said Child A's [REDACTED] but not because he was crying. She described it as the kind of redness children wake up with after they have been sleeping hard and putting pressure on their face in the crib. CCSM 1 said she changed Child A's diaper, wiped his nose, and put him in a highchair for a snack and then his mother arrived. We asked CCSM 1 if anyone had contacted Child A & B's Mother about the incident, and she said she thought Fay Washington completed an "incident report" at the end of the day. She was not sure if anyone had contacted Child A & B's Mother before she arrived, but Child A & B's Mother saw the [REDACTED] and then Fay Washington took Child A & B's Mother outside and told her what happened. CCSM 1 said that the only discipline used with infants is redirection. She said child care staff members will remove children from dangerous situations and older children will be given reflection time. CCSM 1 did not report any concerns about Child A. She described him as a happy, energetic, and healthy baby.

CCSM 2 stated that on June 21, 2023, Child A and the other children went outside to play before lunch. CCSM 2 came inside at 11:30 AM to set up the cots for nap. She was in the kitchen and heard Child A crying. She looked out the window and saw that he had almost tipped over in his walker between the edge of the driveway pavement and the rocks by the [REDACTED]. She did not see Fay Washington or CCSM 3 in her line of sight, so she rushed outside, picked him up out of the walker, and checked him over for any injuries. Child A quit crying once she brought him back into the house. She gave him a bottle and before she put him down for his nap, she noticed a [REDACTED] by his [REDACTED]. She told Fay Washington about it, and she said she would let Child A & B's Mother know about it at pick-up time. Child A woke up and cried a few times during nap and went back to sleep, but she said that is not unusual for him. Child A woke up from his nap around 3:00 PM, and that is when they noticed his [REDACTED]. CCSM 2 denied contacting Child A & B's Mother about the incident and said that is Fay Washington's responsibility. When Child A & B's Mother arrived, Fay Washington took her outside into the front yard to tell her what happened, so CCSM 2 did not know what was shared about the incident. CCSM 2 was asked about what discipline is used with the infants in care and she said that they only use redirection. She described Child A as a happy, lovable, and active baby. She said he is a good infant, and she has not had any concerns about him or his care at home.

On June 26, 2023, [REDACTED] and I asked Fay Washington for the sign-in sheet from June 21, 2023. She immediately produced the document, and I observed that Child A was signed into care at 8:40 AM and signed out of care at 4:00 PM by Child A & B's Mother.

On June 27, 2023, [REDACTED] and I spoke to Child C's Mother and Child D's Mother by telephone. Child C's Mother said Child C (female, [REDACTED]) has been attending the group child care home since Child C was four months old and Child C

has never been injured while in care. She said if a child misbehaves, they are placed in a time-out until they calm down and then spoken to about their behavior.

Child D's Mother said Child D (female, [REDACTED]) has been attending the group home since last fall. Child D has never come home with any unexplained marks or bruises. When Child D has been injured while in care, Fay Washington will either send her a text message or give her a phone call to tell her what happened. If children misbehave, she thinks they are placed in a highchair with a snack to calm down but admitted she is not there to see how discipline is handled. She said Child D is very verbal and would tell her if anything unusual happened at the child care home. She described the provider as amazing and said they have good communication.

On June 27, 2023, [REDACTED] provided me with a copy of the medical report for Child A that was dated June 21, 2023, from [REDACTED]. It stated that Child A was seen by [REDACTED] and acknowledged that Child A had [REDACTED] to his [REDACTED]. [REDACTED] did not perform a CAT scan because Child A was in stable condition and acting normal. It was suggested that the parent follow up with Child A's pediatrician. If symptoms got worse, the parent was advised to return to the emergency room for further evaluation.

On July 11, 2023, [REDACTED] and I made an onsite inspection to the child care home and spoke to CCSM 3 about the allegation. CCSM 3 stated that she has only been employed for the child care home about one month. On June 21, 2023, the children all went outside before lunch. She had put Child A down in a baby walker and was attending to another child who needed her attention. Sometime between 11:00 AM and 12:00 PM, she heard Child A screaming and turned around to see that he tipped the walker over in a little gap between the pavement and the fence. His legs were no longer on the ground, but his face was not against the fence either. CCSM 2 rushed over and picked him up. Child A was crying, but stopped by the time she took him back inside about 20 or 30 seconds later. CCSM 3 said the children came in to eat lunch around noon and then Child A went down for a nap from 12:30 PM to 3:00 PM. She did not observe any marks on Child A's [REDACTED] until after nap time. At first, they thought maybe it was how he was laying on the mattress but then it did not go away, and she noticed [REDACTED].

CCSM 3 denied contacting Child A & B's Mother about the [REDACTED] but thought Fay Washington had notified her. CCSM 3 said if she observes something, she will tell Fay Washington and it is her responsibility to contact the child's parent. She stated that if a child is misbehaving, they will set the child in a highchair with activities to engage them or with the older children, they will have them sit for a length of one minute based on their age in a time-out. CCSM 3 described Child A as a happy baby who likes to crawl around. She did not have any concerns about him.

On July 11, 2023, [REDACTED] and I went to Child A & B's home and spoke to Child A & B's Mother and Child B. Child A & B's Mother said she withdrew both children from care and had found a new child care placement. We saw Child A and I observed that his [REDACTED] was gone, and he only had a slight [REDACTED] [REDACTED] that was almost healed. [REDACTED] and I shared the results of our investigation with Child A & B's Mother. she said Fay Washington would only notify her of any injuries if it was an emergency because she did not want parents to be worried when they were at work. [REDACTED] attempted to forensically interview Child B, but he could not be interviewed.

On July 12, 2023, [REDACTED] and I spoke to Fay Washington for her exit conference, and I explained that I was concerned because Child A was injured around 11:50 AM and Fay Washington, CCSM 1, and CCSM 2 all observed a little pin size mark near Child A's [REDACTED] but did not report it to Child A & B's Mother. Then when Child A woke up around 3:00 PM, Fay Washington, CCSM 1, CCSM 2, and CCSM 3 all saw [REDACTED] on Child A's [REDACTED], but Child A & B's Mother still was not contacted. The sign-out sheet indicated that Child A & B's Mother did not sign Child A out of care until 4:00 PM. I explained that our rules require providers to "promptly" contact parents about any injuries or changes in a child's health. Fay Washington said she understood and would report incidents promptly to parents in the future. She said she just did not like to bother parents at work unless it was something serious and she did not think Child A was injured until after he got up from nap.

On July 14, 2023, I spoke to [REDACTED] [REDACTED] by telephone. They said they would be denying their case and would be closing their investigation without any findings.

A voicemail message left for Child E's Mother was not returned.

APPLICABLE RULE	
R 400.1911	Care; supervision; children.
	(1) A licensee shall ensure appropriate care and supervision of children at all times.

ANALYSIS:	<p>The licensee ensured appropriate care and supervision to Child A at all times. When Child A's walker partially tipped over and Child A's [REDACTED], CCSM 2 immediately responded to his cries, picked him up, brought him inside the home, and checked him over for any injuries.</p> <p>Fay Washington took immediate action to address the space between the pavement and the fence where the rocks were to prevent another accident from occurring. She filled the area in with soil and planted grass.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.1961	Parent notification required; incidents; accidents; illness; disease; isolation.
	<p>(1) A licensee shall promptly report to a child's parent any of the following:</p> <p style="padding-left: 40px;">(a) Any incidents, accidents, suspected illness, or other changes observed in the health of a child.</p>
ANALYSIS:	<p>Fay Washington did not promptly report Child A's accident outdoors to Child A & B's Mother. Child A tipped his baby walker over around 11:50 AM on June 21, 2023. Fay Washington, CCSM 1, and CCSM 2 all noticed a [REDACTED] near his [REDACTED] but did not promptly report the injury to Child A & B's Mother.</p> <p>Then when Child A woke up around 3:00 PM, Fay Washington, CCSM 1, CCSM 2, and CCSM 3 all saw [REDACTED] on Child A's [REDACTED], but the changes in Child A's health were not reported to Child A & B's Mother until she picked him up at 4:00 PM.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

Carrie Harris

August 4, 2023

Carrie Harris
Licensing Consultant

Date

Approved By:

Yolanda Sims

August 4, 2023

Yolanda Sims
Area Manager

Date