GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 11, 2023

Catelyn Williams
5979 Flamingo Drive
Jackson, MI 49201

RE: License #: DG380412155
Investigation #: 2023D0197008
Tiny Tots

Dear Ms. Williams:

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:

R400.1911(1): Care; supervision; children
R400.1923(3): Diapering and toilet learning

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

- I interviewed the person who made the complaint, licensee, child care staff member, and parents with relevant information.
- I completed on-site inspections on the following dates: 1/19/2023.

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

R400.1913(2): Discipline; child handling

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by May 1, 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.

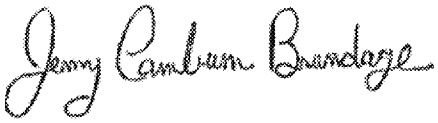
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible 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,



Jenny L. Camburn Brundage, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 262-9717

enclosure

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

THIS REPORT CONTAINS QUOTED PROFANITY AND/OR SEXUALLY EXPLICIT LANGUAGE.

I. IDENTIFYING INFORMATION

License #:	DG380412155
Investigation #:	2023D0197008
Complaint Receipt Date:	01/18/2023
Investigation Initiation Date:	01/18/2023
Report Due Date:	03/19/2023
Licensee Name:	Catelyn Williams
Licensee Address:	5979 Flamingo Drive Jackson, MI 49201
Licensee Telephone #:	(517) 581-0322
Administrator:	N/A
Licensee Designee:	N/A
Name of Facility:	Tiny Tots
Facility Address:	5979 Flamingo Drive Jackson, MI 49201
Facility Telephone #:	(517) 581-0322
Original Issuance Date:	08/01/2022
License Status:	ORIGINAL
Effective Date:	08/01/2022
Expiration Date:	01/31/2023
Capacity:	12
Program Type:	CHILD CARE GROUP HOME (CAPACITY 7-12)

II. ALLEGATION(S)

	Violation Established?
The Child Care Staff Members (CCSMs) use words such as "Dammit" and "I will beat your ass."	No
On 1/16/23, Child A (age 4 years, male) was picked up from care. He was sitting on his cot. His pants and socks were wet and cold from urinating on himself. It is unclear how long he sat on the cot. All the cots were put away except for his. The Child Care Staff Members get upset if the children have a bathroom accident.	No
Additional Findings	Yes

III. METHODOLOGY

01/18/2023	Special Investigation Intake 2023D0197008
01/17/2023	Contact - Telephone call received. Contact with complainant.
01/17/2023	Special Investigation Initiated. Interview with Child A's Mother.
01/17/2023	Contact - Document Received Text message from Child A's Mother.
01/19/2023	Inspection Completed On-site Unannounced onsite inspection from approximately 10:20a.m. – 11:23a.m.
01/19/2023	Contact - Face to Face Interviews with Licensee Ms. Williams and Child Care Staff Member (CCSM) 1.
02/13/2023	Contact - Telephone call made. Interview with Child B and Child C's Mother.
02/13/2023	Contact - Telephone call made. Attempted contact with Child D's Mother, and Child E's Mother.
02/15/2023	Contact - Telephone call received. Telephone message from Child D's Mother.

02/15/2023	Contact - Telephone call made. Attempted contact with Child D's Mother.
04/03/2023	Exit Conference with Ms. Williams.
04/03/2023	Inspection Completed-BCAL Sub. Compliance

ALLEGATION: The Child Care Staff Members (CCSMs) use words such as "Dammit" and "I will beat your ass."

INVESTIGATION: I interviewed Child A's Mother. Child A has been in care since 12/19/22. Child A started to say "Dammit" and "Beat Ass" right before Christmas 2022. Child A does not hear these things at home, and he said that he heard it from the child care. Child A's Mother stated that when she spoke with Ms. Williams and Child Care Staff Member (CCSM) 1, they both laughed saying that it was silly. They both denied using swear works or inappropriate language around the children. Child A's Mother has never heard Ms. Williams or CCSM 1 use inappropriate language around the children in care, but she has received a text message from Ms. Williams that had "a lot" of swear words. I asked Child A's Mother to send me the text message that she was referring too. The text message did not contain "a lot" of swear words as reported, but it did contain one swear word. Child A's Mother stated that she thought the text message was "rude."

I completed an unannounced onsite inspection. Ms. Williams and CCSM 1 were caring for 10 children. I observed both CCSMs interacting with the children. I did not hear Ms. Williams or CCSM 1 use inappropriate language. I did not hear any of the children use inappropriate language.

I interviewed licensee, Ms. Williams. She denied the allegations. She stated that she does not swear or use inappropriate language while caring for the children. She denied that CCSM 1 swears or uses inappropriate language while caring for the children. She also cares for school-age children, but that she has never heard them use inappropriate language. If she had, she would have addressed the language immediately. Ms. Williams stated that Child A's Mother expressed concerns about Child A's language in the past; however, this language began right after Child A returned from a family trip to Florida. As such, Ms. Williams does not believe that Child A acquired the inappropriate language while at her residence. Ms. Williams acknowledged that she sent Child A's Mother a text message in which contained one swear word. Despite this, she continued to stress that she does not use inappropriate language around the children.

I interviewed CCSM 1. She stated that she enjoys working with children and that she has four years of experience as a CCSM. CCSM1 denied the allegations. She stated

that she does not swear or use inappropriate language while caring for the children. She denied that Ms. Williams swears or uses inappropriate language while caring for the children. They cares for some school-age children who can be "rowdy", but she has not heard any of them use inappropriate language.

I interviewed Child B and Child C's Mother. She has used Ms. Williams for child care since August 2022. She has been happy with the care that her children have received and has no concerns regarding they type of language being used at the residence. She has never heard Ms. Williams, CCSM 1, or any of the children use inappropriate language at the residence. She stated that both of her children "love" attending, and they have never disclosed any concerns.

I attempted to contact two additional parents but was not successful.

APPLICABLE RULE	
R 400.1911	**Care; supervision; children.**
	(1) A licensee shall ensure appropriate care and supervision of children at all times.
ANALYSIS:	Ms. Williams and CCSM 1 do not use inappropriate language around the children.
CONCLUSION:	**VIOLATION NOT ESTABLISHED**

ALLEGATION: On 1/16/23, Child A (age 4 years, male) was picked up from care. He was sitting on his cot. His pants and socks were wet and cold from urinating on himself. It is unclear how long he sat on the cot. All the cots were put away except for his. The Child Care Staff Members get upset if the children have a bathroom accident.

INVESTIGATION: I interviewed Child A's Mother. She stated that Child A is potty trained. He has had some accidents at nap time, which she considers normal. She stated that on 1/16/23, she picked up Child A from child care at about 4:45p.m. Child A was sitting on his resting cot. The other cots had already been put away. Child A's pants and socks were wet and cold from him urinating on himself. She is not sure how long Child A was wet but stated that she was texted about 45 minutes earlier saying that Child A "pooped" his pants for three days in a row at rest time. Child A told her that he got off his cot after nap time and played with others. Ms. Williams told Child A's Mother that Child A was changed after nap time, he ate snack, and he played with others prior to her arriving. Ms. Williams seemed surprised that Child A urinated on himself, and she started looking on the floor

unaware of when or where it happened. Child A's Mother indicated that this was an isolated incident.

Child A's Mother stated that she has never observed Ms. Williams or CCSM 1 appear upset with the children for having bathroom accidents. However, she believes that Ms. Williams and CCSM 1 get upset based on a "rude" text message that she received. I asked Child A's Mother to forward me the text message that read:

> "Hi. (Child A) has pooped his pants for three days in a row at rest time. I didn't say anything last week because I didn't know if it was a fluke thing, and I always forget honestly, but it's getting ridiculous at this point. He doesn't even sleep at nap times and there's absolutely no reason that he lays there and shits his pants. Everyone gets up and goes to the bathroom as needed, during rest time too, so there's no excuse. I'm going to have to charge the infant rate for daycare if my helper and I have to continue to clean him up every day. When asked why, he states "because I was lazy".

I completed an unannounced on-site inspection to the facility. Ms. Williams and CCSM 1 were caring for 10 children. I observed the children engaged in freedom of choice learning. The children appeared neat and clean. I did not observe any children appear to be wet or soiled. I observed more than one child ask to use the bathroom facilities. Ms. Williams and CCSM 1 did not appear frustrated when the children asked to use the bathroom facilities. Ms. Williams and CCSM 1 were supportive of the children using the bathroom facilities independently, but also made them available to assist with toileting if needed.

I interviewed Ms. Williams. She stated that children are changed when wet or soiled, saying that they are cleaned "right away." She stated that on 1/16/23, Child A had an unannounced urine accident while in care. Child A is potty trained while awake and moving around, and that this has never happened before. Child A recently started defecating himself while awake at rest time, but not while he is awake and walking around. The accident on 1/16/23 occurred sometime after nap time as he "pooped" his pants while resting. Ms. Williams cleaned Child A and put him in underwear. Naptime usually ends between 2:30p.m. – 3:00p.m., but Child A was the last to wake up that day. The rest of the cots were put away, but Child A's cot remained as they had moved onto other activities. Child A did not remain on his cot long after nap time. He left his cot to have snack and play with the other children. He was voluntarily sitting on his cot when his mother arrived to pick him up from care. Child A's Mother alerted her that Child A's pants and socks were wet. Ms. Williams stated that she did not know that he was wet, as Child A did not indicate that he needed to use the bathroom, nor did he indicate that he had had an accident. She did not notice an odor. As Child A is potty trained, she had no reason to check his pants. In addition, he has never had this type of accident before. Ms. Williams felt bad that she missed he had an accident, despite not having a reason to believe that he would have an accident. She also checked the floor for signs of where it

occurred, saying that as if his socks were wet, she believes that he would have been standing up at the time. She did not find any urine on the floor. In addition, Child A wore dark windbreaker joggers, which also made it difficult to see that he was wet. Ms. Williams stated that she spoke with Child A's Mother that same night, and she did not express any other concerns. She also heard from her the day after, and again no concerns with expressed. Child A's Mother thanked her for caring for Child A. Ms. Williams described Child A as a "good kid" with no behavioral issues. Ms. Williams enjoyed Child A being at her home.

Ms. Williams denied that she or CCSM 1 get upset if a child has a bathroom accident as they are "just accidents." She stated that if a child has a bathroom accident, they are quickly cleaned. All the children who are potty training quickly become successful, even during nap time. Child A was initially potty trained, but he started to "poop" his pants during rest time despite him being awake the entire time. Child A wore underwear while up and awake and pull ups during nap time. Child A "pooped" his pants three days in a row despite being reminded to use the bathroom before nap time, and that he could get up at any time to use the bathroom. Child A would lay on his cot, not indicate that he needed to use the restroom despite being 4 years old and potty trained, and he would "poop" his pants. Ms. Williams asked Child A why he was "pooping" in his pants each day, to which he would respond that he liked "being lazy." Child A was reminded each day to use the bathroom before nap time. Ms. Williams stated that if he had had only two accidents, she would not have said anything to his mother, but after the third accident, she wanted to get to the bottom of what was happening. On the third day when she asked Child A why he had an accident while staying awake the whole time, Child A looked at her, smiled, and said that "I like being lazy." Ms. Williams asked Child A's Mother if he had accidents at home and she said "no."

Ms. Williams acknowledged that she sent Child A's Mother a text message in which she told her that she would have to increase her rates if this continued, saying that she was trying to get her attention, and for Child A's Mother to take what was happening seriously. She stated that in the past, Child A's Mother was not upfront about Child A's health concerns, she would not take over the parenting role once she arrived at the home, as well as she would expect her to send food home with Child A. As such, her text message was meant to show her how serious that she was that this was occurring for no known reason other than Child A saying that he liked to be "lazy." Ms. Williams stated that although she was not happy with the situation, she was not angry at Child A. She wanted to figure out why Child A was having accidents while he was awake and had the ability to use the bathroom at any time. Child A's Mother did not indicate that Child A had been sick or had any other known reason for having accidents.

I interviewed CCSM 1. She stated that on 1/16/23, Child A had a urine accident in his pants before he was picked up. She stated that Child A "pooped" his pants during rest time. Child A was cleaned up, he had snack, and played with the other children. His cot was left out because he was the last child to wake up about

2:45p.m., and they did not take the time to put it away. Child A was voluntarily sitting on his cot when his mother arrived. When Child A's arrived, she indicated that he was wet from urinating on himself, which was an isolated incident as Child A is fully potty trained. Child A did not indicate that he needed to use the bathroom facilities, nor that he had an accident. There was no odor. Had they known Child A had an accident, they would have assisted him in getting clean and putting on clean clothes. CCSM 1 again stated that if a child has a bathroom accident, that they are quickly cleaned.

CCSM 1 denied that she or Ms. Williams get upset if a child has a bathroom accident, as accidents are normal, and the children are cleaned quickly. She believes that they use positive encouragement with the children that are potty training. CCSM 1 stated that Child A started "pooping" his pants multiple days in a row during rest time despite being fully awake, aware that he needed to go, and refused to get up to use the bathroom. In addition, all the children are encouraged to use the bathroom facilities before rest time, to which he refused. The children are also encouraged to get up during rest time if they need to use the bathroom, as well as after rest time ends. Despite this, she and Ms. Williams were not upset that Child A had accidents, but the situation was "slightly annoying" because he kept saying that he was having accidents because he liked "being lazy." She stressed that she was not annoyed with him, but the situation as he did not want to try. Child A "pooped" in his pants for three days in a row, with the excuse that he liked being "lazy." Child A also indicated that he does this at home too.

I interviewed Child B and Child C's Mother. She has been happy with the care her children have received while in care. She described Ms. Williams as a "saint" and the best provider she has used for her children. She stated that Ms. Williams and CCSM 1 are assisting Child B with becoming potty trained. They have worked with her as a parent, and they both been supportive, encouraging, and patient with the potty-training process. Neither Ms. Williams or CCSM 1 have verbalized or appeared frustrated while working with potty training children. They both have "excellent communication" with her. In addition, Child A and Child B "love" attending the child care and they have never disclosed any concerns.

I attempted to contact two additional parents but was not successful.

APPLICABLE RULE	
R 400.1923	**Diapering and toilet learning.**
	(3) Diapers or training pants must be changed when wet or soiled.
ANALYSIS:	The children's training pants are changed when wet or soiled. Although Child A had a urine accident in his underwear, this was an isolated incident. Child A was potty trained, and as such the CCSMs would have no reason to check his pants for an accident. In addition, he was wearing dark windbreaker jogging pants making it difficult to see that he was wet. Child A also did not indicate that he needed to use the bathroom, nor did he indicate that he had had an accident. Neither CCSM noticed an odor.
CONCLUSION:	**VIOLATION NOT ESTABLISHED**

APPLICABLE RULE	
R 400.1911	**Care; supervision; children.**
	(1) A licensee shall ensure appropriate care and supervision of children at all times.
ANALYSIS:	The children receive appropriate care. Ms. Williams and CCSM 1 do not get upset if the children have bathroom accidents.
CONCLUSION:	**VIOLATION NOT ESTABLISHED**

ADDITIONAL FINDINGS:

INVESTIGATION: Ms. Williams stated that although she was not angry at Child A for having an accident, she had him sit in "time out" for two to three minutes after he "pooped" his pants for the third day in a row based on his response to her asking why it happened. Each day when she asked him why he had an accident; his only response was that liked being lazy. On the third day, when she asked, Child A smiled at her, thought it was funny, and again said "I like being lazy." Ms. Williams stated that based on this response, she told Child A to sit down for a couple of minutes for "pooping his pants." Ms. Williams stated that using time out for this reason was an isolated incident.

I provided Ms. Williams with technical assistance regarding providing the children with positive methods of discipline. Specifically, that using time out due to a bathroom accident, even if the child indicates that happened due to laziness, is not positive method of discipline. I suggested that if a potty-trained child suddenly begins having accidents, that having quick communication with the parents may assist to foster communication in attempts to find the reason and resolve the accidents.

CCSM 1 verified that Child A was placed in "time out" for a few minutes for "pooping his pants." Child A provided no explanation other then he liked to be "lazy." Child A sat down in the "cozy corner" where children can relax and focus on redirection for a less than four minutes. Child A then began playing with the other children. CCSM 1 stated that using time out for this reason was an isolated incident.

I interviewed Child B and Child C's Mother. She did not have any concerns regarding discipline at the childcare, saying that time out is used for children older than 3 years of age. Child B and Child C both love attending the child care and have never reported any concerns. Child B even asks about seeing Ms. Williams on weekends when she is closed. Child B and Child C's Mother believes that Ms. Williams and CCSM 1 provide the children with "excellent" care.

APPLICABLE RULE	
R 400.1913	**Discipline; child handling.**
	(2) Developmentally appropriate positive methods of discipline that encourage self-control,self-direction, self-esteem, and cooperation must be used.

ANALYSIS:	Ms. Williams did not use developmentally appropriate positive methods of disciple, she stated that she placed Child A sit in "time out" for two to three minutes after he "pooped" his pants for the third day in a row based on his response to her asking why it happened. Each day when she asked him why he had an accident; his only response was that liked being lazy. On the third day, when she asked, Child A smiled at her, thought it was funny, and again said "I like being lazy." Ms. Williams stated that based on this response, she told Child A to sit down for a couple of minutes. Ms. Williams stated that using time out for this reason was an isolated incident.
CONCLUSION:	**VIOLATION ESTABLISHED**

IV. RECOMMENDATION

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

Jenny Camburn Brundage 4/11/23

Jenny L. Camburn Brundage Date
Licensing Consultant

Approved By:

Darlese McConnell 04/11/2023

Darlese McConnell Date
Area Manager