



STATE OF MICHIGAN  
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
 LANSING

GRETCHEN WHITMER  
 GOVERNOR

ORLENE HAWKS  
 DIRECTOR

June 23, 2023

Crystal Garcia  
 Po Box 300  
 Pierson, MI 49339

RE: License #: DG590409696  
 Investigation #: 2023D0452013  
 Little Gems Childcare

Dear Ms. Garcia:

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.**
- **R400.1913(3)(e) Discipline; child handling.**
- **R400.1913(3)(f) Discipline; child handling.**

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

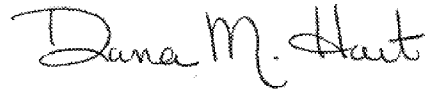
- I interviewed the person who made the complaint, licensee, child care staff members, parents, and others with relevant information.
- I completed on-site inspections on the following dates: 05/23/2023.

As a result of this investigation, I recommend no change to the current license status. I did not find any violations. The special investigation report is attached.

<b>During this special investigation:</b>	<b>Yes</b>	<b>No</b>
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.

Sincerely,

A handwritten signature in black ink that reads "Dana M. Hart". The signature is written in a cursive style with a large initial "D" and "H".

Dana M. Hart, Licensing Consultant  
Child Care Licensing Bureau  
611 W. Ottawa Street  
P.O. Box 30837  
Lansing, MI 48909  
(517) 388-4625

Enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DG590409696
<b>Investigation #:</b>	2023D0452013
<b>Complaint Receipt Date:</b>	05/18/2023
<b>Investigation Initiation Date:</b>	05/23/2023
<b>Report Due Date:</b>	07/17/2023
<b>Licensee Name:</b>	Crystal Garcia
<b>Licensee Address:</b>	140 Elm St Pierson, MI 49339
<b>Licensee Telephone #:</b>	(616) 302-5298
<b>Administrator:</b>	N/A
<b>Licensee Designee:</b>	
<b>Name of Facility:</b>	Little Gems Childcare
<b>Facility Address:</b>	140 Elm St Pierson, MI 49339
<b>Facility Telephone #:</b>	(616) 302-5298
<b>Original Issuance Date:</b>	10/28/2021
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	04/28/2022
<b>Expiration Date:</b>	04/27/2024
<b>Capacity:</b>	12
<b>Program Type:</b>	CHILD CARE GROUP HOME (CAPACITY 7-12)

## II. ALLEGATION(S)

	Violation Established?
<b>Ms. Crystal Garcia is not nice to the child care children. She locks them in a room, she does not feed them when they misbehave, and a minor household member (MHM) is mean to them.</b>	<b>No</b>
<b>Additional Findings</b>	<b>No</b>

## III. METHODOLOGY

05/18/2023	Special Investigation Intake 2023D0452013
05/22/2023	Contact - Document Sent <ul style="list-style-type: none"> <li>• Complainant: email sent</li> </ul> Contact – Document Received <ul style="list-style-type: none"> <li>• Complainant</li> </ul> Contact – Telephone Call Received <ul style="list-style-type: none"> <li>• Complainant: interviewed</li> </ul>
05/23/2023	Special Investigation Initiated - On Site from approximately 9:33 a.m. to 10:37 a.m. <ul style="list-style-type: none"> <li>• Ms. Crystal Garcia: interviewed</li> <li>• Mr. Taylor Garcia: interviewed</li> <li>• Child care staff member 1: Interviewed</li> <li>• Child care staff member 2: interviewed</li> <li>• Child care staff member 3: interviewed</li> </ul> Contact – Telephone Call Made <ul style="list-style-type: none"> <li>• Child care staff member 4: interviewed</li> </ul>
06/01/2023	Contact – Telephone Call Made <ul style="list-style-type: none"> <li>• Child C and D’s Mother: voicemail left</li> <li>• Child E and F’s Mother: voicemail left</li> <li>• Child G and H’s Mother: interviewed</li> </ul>
06/02/2023	Contact – Telephone Call Received <ul style="list-style-type: none"> <li>• Child E and F’s Mother: voicemail left</li> </ul> Contact – Document Received <ul style="list-style-type: none"> <li>• Child E and F’s Mother: email</li> </ul>
06/05/2023	Contact – Telephone Call Made

	<ul style="list-style-type: none"> <li>• Child E and F's Mother: interviewed</li> </ul>
06/23/2023	Exit Conference

**ALLEGATION:** Ms. Crystal Garcia is not nice to the child care children. She locks them in a room, she does not feed them when they misbehave, and a minor household member (MHM) is mean to them.

**INVESTIGATION:** On 05/22/2023, I interviewed the Complainant. The complainant reported that they did not know Ms. Crystal Garcia personally. They did not have any children who attend her child care and they did not witness any of the reported allegations. They stated that they had heard that Ms. Garcia is not nice to the children. The examples that were provided were when the children are in trouble, Ms. Garcia will not give them food, she locks the children in a room, and she allows a MHM to be mean to the children and he is not held accountable for his behavior. The Complainant stated that the person they had heard the allegations from knew two individuals who used to work for Ms. Garcia. The Complainant never spoken directly to these two individuals and was unable to provide any means for how to get in contact with them. It was further reported that the Complainant had posted the allegations on Facebook and Ms. Garcia denied the allegations were true.

On 05/23/2023, I made an unannounced on-site visit to Ms. Garcia's home. When I arrived, Ms. Garcia was home, along with her husband Mr. Tayler Garcia and three child care staff members. There were seventeen children in attendance. Six of the children were related to the licensee or the child care staff members. I explained the allegations to Ms. Garcia and Mr. Garcia. Both of them were certain the allegations were the result of a falling out they had had with two former employees. Mr. Garcia denied that any of the allegations were true. Ms. Garcia denied that she is not nice to the child care children. When children misbehave, she said she redirects them. If they continue to misbehave, she will have the child take a break by removing them from the situation. In regards, to food being withheld from children, Ms. Garcia denied the allegation. She stated that she offers the children breakfast, lunch, and a minimum of two snacks per day. Children are always offered food, whether they eat it or not, plus she allows them to have second or third helpings. She will only tell a child they cannot have something to eat, if they have just finished breakfast, if lunch is being prepared and soon to be served or if a child is simply eating too much. She emphasized that she rarely, if ever, tells a child no when they request food to eat. Ms. Garcia also denied the allegation of locking children in a room. She reported that there are only two rooms in the home that have the ability to be locked, the master bedroom and the bathroom the child care children use. She stated that the basement has a gate that prevents the children from leaving the basement area and going into other areas of the home. The gate is used to help with supervision and safety. The children have never been locked in a room by herself or any other child care staff member. Ms. Garcia reported that there are two MHMs who live in the home. MHM 1 (8-year-old male) and MHM 2 (10-year-old male) both attend school all day and are dropped off by the bus around 4:30 p.m. They have limited contact

with the child care children and are always supervised when they are interacting with them. She further reported that the only child MHM 1 had a negative interaction with was Child C (10-year-old male). MHM 1 and Child C would sometimes butt heads with one another, and they would have to be separated. Ms. Garcia did not believe it was anything more than two children, of the same age, who just did not get along with one another all of the time. She believed that when their disagreements did occur, they were handled by either herself or the other child care staff members.

On 05/23/2023, I interviewed child care staff member (CCSM) 1, 2, 3, and 4. All four child care staff members denied that Ms. Garcia is not nice to the children in care. They all denied ever having witnessed anyone withholding food from the children or locking them in a room. CCSM 1 stated that the children always have plenty to eat, breakfast, lunch and snack and if they're still hungry, they get more. CCSM 2 reported that she prepares the lunches on most days. Everyone gets a plate and can have seconds and thirds, within reason. Two children in attendance don't like to eat. They have limited foods they like, but they are still provided a plate and encouraged to eat. Snacks consists of granola bars, cereal bars, crackers, and fruit snacks are always out and available for the children to have. CCSM 2 and CCSM 3 both stated that they were not aware of any of the doors having the ability to be locked. In regards, to Ms. Garcia's son being mean to the child care children, all child care staff members denied this to be true. They reported that MHM 1 and MHM 2 are in school for the majority of the day and have limited contact and interactions with the child care children. CCSM 2, CCSM 3 and CCSM 4 all have children who are in attendance when they are working. CCSM 2 reported that MHM 1 has been to her home before and she has never had any concerns with his behavior. CCSM 3 reported that MHM 1 and MHM 2 are never left unsupervised when they are around the child care children. When they do interact with the child care children it is to play catch, ride bikes or swing, "All of the kids love to chase them." She did report that MHM 1 and Child C have had a few incidents where they have had to be separated, but nothing more than anything that she would consider normal for two boys of the same age. CCSM 4 stated that when MHM 1 and MHM 2 get home from school, they have very little interactions with the child care children.

On 06/01/2023, I interviewed Child G and H's Mother. She denied that any of the allegations were true. She stated that when Child G (3-year-old male) or Child H (4-year-old female) misbehave, Ms. Garcia always informs her. She also reported that she does not have any concerns with MHM 1. She sometimes sees him at the end of the day, and Child G and Child H enjoy playing with him. She further reported that neither of her children have never mentioned anything in regards to the allegations and that Ms. Garcia is "absolutely wonderful!"

On 06/05/2023, I interviewed Child E and F's Mother. She denied that any of the allegations were true. She stated that Child F (3-year-old male) looks forward every morning going to Ms. Garcia's home. In regards, to the allegation of children being locked in a room, she did not believe any of the doors to the rooms that are used by the children have locks on them. "Ms. Garcia willingly let's us show up at any time."

She further reported that MHM 1 is a well-behaved child and she has never had any concerns with how he interacts with the children.

On 06/01/2023, I left a voicemail message, requesting a return telephone call, for Child C and D's Mother. As of the date of this report, I have not received a return telephone call.

<b>APPLICABLE RULE</b>	
<b>R 400.1911</b>	<b>Care; supervision; children.</b>
	<b>(1) A licensee shall ensure appropriate care and supervision of children at all times.</b>
<b>ANALYSIS:</b>	There was no evidence to establish that Ms. Crystal Garcia does not provide appropriate care and supervision of children at all times or that MHM 1 and MHM 2 are mean to the child care children.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.1913</b>	<b>Discipline; child handling.</b>
	<b>(3) Personnel shall not do any of the following: (e) Deprive a child of meals, snacks, rest, or necessary toilet use.</b>
<b>ANALYSIS:</b>	There was no evidence to establish that Ms. Crystal Garcia withholds food from the child care children when they misbehave.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.1913</b>	<b>Discipline; child handling.</b>
	<b>(3) Personnel shall not do any of the following: (f) Confine a child in an enclosed area such as a closet, locked room, box, or similar enclosure.</b>

<b>ANALYSIS:</b>	There was no evidence to establish that Ms. Crystal Garcia locks child care children in rooms.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend no change in the license.

*Dana M. Hart*

06/23/2023

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Dana M. Hart  
Licensing Consultant

Date

Approved By:

*Candice Case-French*

06/23/2023

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Candice Case-French  
Area Manager

Date