



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 3, 2022

REDACTED REPORT

Lisa Lienhart
2566 Spring Ct.
Zeeland, MI 49464

RE: License #: DG700316827
Investigation #: 2022D1083008
Lisa Lienhart

Dear Mrs. Lienhart:

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:

R400.1911(1) Care; supervision; children

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

- I interviewed: the person who made the complaint, the licensee, staff member and parents.
- I completed on-site inspections on the following dates: 3/7/2022.

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

R400.1911(1) Care; supervision; children
R400.1936(2) Animals and pets.
R400.1961(1)(a) Parent notification required; incidents; accidents; illness; disease; isolation.

Due to the violations, you must send us a corrective action plan by 11/20/2022. 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](#).

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,



Stacia L. Thrower, Licensing Consultant
 Child Care Licensing Bureau
 611 W. Ottawa St.
 P.O. Box 30664
 Lansing, MI 48909
 (616) 916-5504

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DG700316827
Investigation #:	2022D1083008
Complaint Receipt Date:	02/28/2022
Investigation Initiation Date:	02/28/2022
Report Due Date:	04/29/2022
Licensee Name:	Lisa Lienhart
Licensee Address:	2566 Spring Ct. Zeeland, MI 49464
Licensee Telephone #:	(517) 202-2171
Administrator:	N/A
Licensee Designee:	
Name of Facility:	Lisa Lienhart
Facility Address:	2566 Spring Ct. Zeeland, MI 49464
Facility Telephone #:	(616) 748-5660
Original Issuance Date:	04/19/2012
License Status:	REGULAR
Effective Date:	10/19/2020
Expiration Date:	10/18/2022
Capacity:	14
Program Type:	CHILD CARE GROUP HOME (CAPACITY 7-12)

II. ALLEGATION(S)

	Violation Established?
Child A (Female, 2 years of age) was [REDACTED] while attending the child care home on 2/21/2022.	Yes
Additional Findings	Yes

III. METHODOLOGY

02/28/2022	Special Investigation Intake 2022D1083008
02/28/2022	Special Investigation Initiated - Face to Face w/Child A conducted by [REDACTED].
02/28/2022	Contact - Telephone call made [REDACTED], to Licensee, Lisa Lienhart
3/07/2022	Contact – Inspection Completed Onsite [REDACTED] Approximately 12:15PM – 1:00PM. Interviewed Lisa Lienhart
03/07/2022	Exit Conference w/Lisa Lienhart
03/10/2022	Contact - Telephone call made to Child B's Mother [REDACTED] [REDACTED] message left
03/10/2022	Contact - Telephone call made to Child C, D, & E's Mother [REDACTED]
03/10/2022	Contact - Telephone call made to Child F's Mother [REDACTED] [REDACTED], not available
03/10/2022	Contact - Telephone call made to Child G & H's Mother [REDACTED] [REDACTED] message left
03/10/2022	Contact - Telephone call made to Child I & J's Mother [REDACTED] [REDACTED] message left
03/10/2022	Contact - Telephone call made to Child K's Mother [REDACTED] [REDACTED] message left
03/10/2022	Contact - Telephone call made to Child L's Mother [REDACTED] [REDACTED] message left

03/10/2022	Contact - Telephone call made to Child M's Mother [REDACTED], message left
10/26/2022	Contact – Telephone call made to Lisa Lienhart; message left
10/28/2022	Contact – Telephone call made to Lisa Lienhart

ALLEGATION: Child A (Female, 2 years of age) was [REDACTED] while attending the child care home on 2/21/2022.

INVESTIGATION:

On 2/21/2022, Child A was [REDACTED] in the child care home while attending care. The [REDACTED] occurred to Child A's [REDACTED]. The wounds were [REDACTED] at the time of reporting. The injury was minor, and no medical attention was required. [REDACTED], completed a face-to-face visit with Child A to ensure her safety and well-being on 2/28/2022.

The [REDACTED] report [REDACTED] states that the Ottawa County Sheriff's Department received an email regarding the incident alleging that there is [REDACTED] in the home of Lisa Lienhart that is [REDACTED] the children in care. Per the complainant, two children have been [REDACTED] in the child care home a total of three times. Ms. Lienhart did not make one of the parents aware that their child had been [REDACTED].

The assigned [REDACTED], spoke to the complainant via telephone on 2/23/2022. The complainant explained that Ms. Lienhart's boyfriend has [REDACTED] that is allowed to stay at the child care home and the [REDACTED] children on three separate occasions. The [REDACTED] fine when around one or two children, but when [REDACTED] is around all of the children it becomes [REDACTED]. The most recent incident occurred on 2/21/2022 involving Child A. The [REDACTED] also spoke to Child A's Mother via telephone regarding the allegation. Child A's Mother reported that she was not informed by Ms. Lienhart that Child A [REDACTED]. She explained that Child A's Father had picked up Child A from care on the date of the incident. Child A's Mother was unsure of the details regarding the [REDACTED] to Child A but reported that Child A had [REDACTED] on [REDACTED] that were [REDACTED]. Child A's Mother was not able to provide photos of the injury as Child A was away with her father. The [REDACTED] spoke to Lisa Lienhart at her home regarding the allegation. Ms. Linehart explained that on 2/21/2022, Child A was near [REDACTED]. She stated that she had contractors working at the child care home and she was trying to guide [REDACTED] away from Child A because she could tell that [REDACTED] was becoming [REDACTED]. All of a sudden, Child A [REDACTED] and the [REDACTED] Child A causing [REDACTED]. Ms. Lienhart told the deputy that she typically would not bother parents at work for something minor, and [REDACTED] did not even need a band aid. Instead, she'd planned to notify Child A's Father of the injury when he arrived to pick up Child

not like [REDACTED] at Child A. Child Care Staff Member 1 stated that she asked Ms. Lienhart if she wanted her to call Child A's Mother. Ms. Lienhart told Child Care Staff Member 1 that she would handle it. Child Care Staff Member 1 stated that Ms. Lienhart spoke to Child A's Father via telephone 5 minutes prior to him picking up Child A on 2/21/2022. Ms. Lienhart did not tell Child A's Father about [REDACTED] Child A, and she did not tell Child A's Father about the incident when he arrived to pick up Child A. Child Care Staff Member 1 stated that she later learned that Child A's Mother was also not notified of [REDACTED] Child A. Child Care Staff Member 1 stated that [REDACTED] [REDACTED], but she was not present when those incidents occurred. On a different date, Child B (Male, 2 years of age) [REDACTED] Child B. This [REDACTED] did not leave a mark. However, sometime in February of 2022, Ms. Lienhart was stepping over [REDACTED]. Child B was standing near [REDACTED] by the [REDACTED]. This [REDACTED] did leave a mark. Child B's Parents were notified of these incidents. Child Care Staff Member 1 no longer works at the child care home.

I conducted an onsite inspection with [REDACTED] on 3/7/2022. We interviewed Lisa Lienhart regarding the allegation. There were [REDACTED] present in the home, but the [REDACTED] was not present. Ms. Lienhart acknowledged that allegations were true. She explained that on 2/21/2022, she was on the lower level of the home with the children in care. The children were being active, and she went to put [REDACTED]. As she was doing this, Child A lunged [REDACTED] her [REDACTED]. She reported that the [REDACTED] on Child A's [REDACTED] more than [REDACTED] and she cleaned Child A's [REDACTED] with soap. Ms. Lienhart stated that she told Child Care Staff Member 1 that she would report the incident to Child A's Father when he arrived for pick up. However, Child A's Father called her prior to arrival, and he was in a hurry. When he arrived at the child care home, she was changing diapers and sent Child A to him. She told Child Care Staff Member 1 that she would be right up to speak to Child A's Father, but when she came upstairs, he was gone. She stated that she was going to text Child A's Father later, but she forgot to do so. Child A's Mother called Ms. Lienhart via telephone the following evening and inquired about the [REDACTED] to Child A's [REDACTED]. Child A's Mother wanted to know why she wasn't notified of the incident and was upset that this information had not been shared with her. Ms. Lienhart reported apologizing to Child A's Mother, but she felt that Child Care Staff Member 1 was partly responsible for not sharing the information with Child A's Father when he arrived. I explained to Ms. Lienhart that per the administrative rules, Child A's Parents should have been notified of the injury. I also explained that if the injury would have been serious in nature, she would have been required to notify the department. Ms. Lienhart stated she understood this. [REDACTED] asked Ms. Lienhart about the [REDACTED] that were reported. Ms. Lienhart explained that in September of 2021, Child B (Male, 2 years of age) [REDACTED] Child B in the [REDACTED]. [REDACTED] did not break Child B's [REDACTED]. Ms. Lienhart stated that she notified Child B's Parents when this occurred, and they weren't upset because they said that Child B

should not have done this. In December of 2021, Child B was helping Ms. Lienhart unpack boxes and she and Child B were jumping on the bubble wrap. Ms. Lienhart explained that [REDACTED] and Child B was on [REDACTED]. She accidentally [REDACTED] Child B on [REDACTED]. The [REDACTED] Child B's [REDACTED] Ms. Lienhart stated that this was her fault because she knew that [REDACTED] did not like popping sounds. Child B's Parents were notified of this incident and Child B's Parents were upset. Child B's Mother contacted Ms. Lienhart later and stated that she was uncomfortable with [REDACTED] being around Child B. Ms. Lienhart explained that she started separating [REDACTED] from the child care children more after this incident, but she did not keep him separated from the children at all times. I explained to Ms. Lienhart that per administrative rules, when a [REDACTED] or are in [REDACTED] they are to be separated from children at all times. Child Care Staff Members must also supervise children with [REDACTED] and be in close enough proximity to remove the [REDACTED] if they show [REDACTED]. Ms. Lienhart was not aware of these rules, but she stated that she now keeps [REDACTED] in her bedroom during child care hours and she lets [REDACTED] out while the children are napping. I explained to Ms. Lienhart that due to [REDACTED] he must be separated from child care children at all times. I recommend that she use [REDACTED] to take him [REDACTED] to her bedroom on the [REDACTED] to prevent him from interacting with children.

On 3/10/2022, I conducted a telephone interview with Child C, D & E's Mother with [REDACTED]. Child C, D and E's Mother reported that her children have attended the child care home for approximately [REDACTED]. She was aware of the [REDACTED] in Ms. Lienhart's home, but she had no knowledge of the [REDACTED] ever being [REDACTED]. Child C, D, & E's Mother stated that she has referred other parents to Ms. Lienhart's home for care and she reported no concerns.

Attempts were made to contact additional parents on 3/10/2022 via telephone, but these parents were not available. [REDACTED] spoke to several parents at later dates and all parents interviewed reported no concerns regarding the [REDACTED] in Ms. Lienhart's home or the care that she provided

APPLICABLE RULE	
R 400.1911	Care; supervision; children.
	(1) A licensee shall ensure appropriate care and supervision of children at all times.
ANALYSIS:	Appropriate care and supervision was not provided for Child A. Child A was [REDACTED] while attending the child care home.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.1936	Animals and pets.
	(2) Animals and pets that are potentially aggressive or in poor health shall be separated from children in care at all times.
ANALYSIS:	Ms. Lienhart acknowledged that Child B was [REDACTED] in the child care home in September of 2021. The [REDACTED] The [REDACTED] Child B again in December of 2021.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

During the onsite inspection on 3/7/2022, Ms. Lienhart acknowledged that she did not notify Child A's Parents that a household [REDACTED] Child A on 2/21/2022.

APPLICABLE RULE	
R 400.1961	Parent notification required; incidents; accidents; illness; disease; isolation.
	(1) A licensee shall promptly report to a child's parent any of the following: (a) Any incidents, accidents, suspected illness, or other changes observed in the health of a child.
ANALYSIS:	Ms. Lienhart did not notify Child A's Mother or Father when Child A was [REDACTED] in the home on 2/21/2022.
CONCLUSION:	VIOLATION ESTABLISHED

RECOMMENDATION

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



10/28/2022

Stacia L. Thrower
Licensing Consultant

Date

Approved By:



11/03/2022

Katrice Sweet
Area Manager

Date