



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

RICK SNYDER
GOVERNOR

SHELLY EDGERTON
DIRECTOR

November 16, 2018

Rhonda Guido
Jade Child Development Center, Inc.
2210 N. Melborn
Dearborn, MI 48128

RE: License #: **DC820337189**
Investigation #: **2019D0934003**
Jade Child Development Center, Inc

Dear Ms. Guido:

Attached is the Special Investigation Report for the above referenced facility. The following rule violations were found during the course of the investigation:

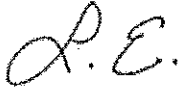
R 400.8125(1)	Staff and Volunteers.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the violations, disciplinary action against your license is recommended. You will be notified in writing of the department's action and your options for resolution of this matter.

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 (313) 456-0380.

Per MCL 722.113g, this letter must be filed in your Licensing Notebook. Due to statutory restrictions, the attached special investigation report cannot be shared with parents or filed in your Licensing Notebook.

Sincerely,

A handwritten signature in black ink, appearing to read "L.E.", written in a cursive style.

LaTanya Ellington, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 268-8581

enclosure

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

I. IDENTIFYING INFORMATION

License #:	DC820337189
Investigation #:	2019D0934003
Complaint Receipt Date:	11/13/2018
Investigation Initiation Date:	11/14/2018
Report Due Date:	01/12/2019
Licensee Name:	Jade Child Development Center, Inc.
Licensee Address:	2210 N. Melborn Dearborn, MI 48128
Licensee Telephone #:	Unknown
Administrator:	Rhonda Guido, Designee
Licensee Designee:	Rhonda Guido, Designee
Name of Facility:	Jade Child Development Center, Inc
Facility Address:	28482 Cherry Hill Rd Garden City, MI 48135
Facility Telephone #:	(734) 237-4080
Original Issuance Date:	08/19/2013
License Status:	REGULAR
Effective Date:	02/17/2018
Expiration Date:	02/16/2020
Capacity:	110
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
On 11/9/2018, Child E (5-year-old, male) was left on the bus for an unknown amount of time. When Child E was found he was crying and soaked in urine. Child E was taken to the hospital and diagnosed with Frostnip on the toe.	Yes

III. METHODOLOGY

11/13/2018	Special Investigation Intake 2019D0934003
11/14/2018	Special Investigation Initiated - On Site From 12:45pm to 02:40pm, interview with center owner and licensee designee Rhonda Guido, program director, Lindi Austin, assistant director, Vicki Dobbs, caregiver, Jane Robbins and Bliss Miracle.
11/14/2018	Contact – Face to face Joint investigation conducted with DHHS Worker, Laticia Sharp
11/14/2018	Contact - Telephone call made A message was left for Child E's Mother.
11/14/2018	Contact - Telephone call made Interview with caregiver, Jasmine Thornton.
11/15/2018	Inspection Completed On-site From 9:30 A.M. to 12:00P.M. interviewed center owner and licensee designee Rhonda Guido and program director Lindi Austin.
11/15/2018	Contact – Telephone call made Interview with Child E's Mother
11/15/2018	Inspection Completed-BCAL Sub. Non-Compliance
11/15/2018	Contact – Document Received

	Medical records received from Child E's Mother
11/15/2018	Exit conference Discussed investigation findings with licensee designee, Rhonda Guido
11/16/2018	Contact- Telephone call Received DHHS worker Ms. Sharp

ALLEGATION: On 11/9/2018, Child E (5-year-old, male) was left on the bus for an unknown amount of time. When Child E was found he was crying and soaked in urine. Child E was taken to the hospital and diagnosed with Frostnip on the toe.

INVESTIGATION: On 11/12/2018, the department received an incident report from owner and licensee designee, Rhonda Guido. The report indicated that Child E was found on the bus, after being left by staff during the after-school program.

On 11/13/2018, I received an email from DHHS worker, Laticia Sharp, notifying me of her investigation for this complaint.

On 11/14/2018, Ms. Sharp and I conducted an unannounced inspection at the facility. We interviewed center owner, Rhonda Guido, program director Lindi Austin; assistant director, Vicki Dobbs; and caregivers: Jane Robbins and Bliss Miracle.

Ms. Austin said she was not present on 11/09/2018, because she was on a medical leave. She explained that Child E is in the school age component of the program. He attends the center daily and is scheduled to come after school. Caregivers, Jasmine Thornton and Bliss Miracle are the staff in the school aged program. Both, Ms. Guido and Ms. Austin said that Vicki Dobbs was acting director at the center on 11/09/2018.

Ms. Dobbs said on 11/09/2018, at approximately 5:40 p.m. Child E's Mother arrived at the center to pick him up. Child E's Mother stopped in the office and briefly talked with Ms. Dobbs before going into Child E's classroom. Ms. Dobbs said shortly after Child E's Mother left the office caregiver, Jasmine Thornton came in asking, "Where is Child E?". Ms. Dobbs replied, "He should be with you". Ms. Dobbs suggested that Ms. Thornton check the bathrooms and she went outside to check the bus. Ms. Dobbs said she found Child E crying and standing on the bus. She asked if he was okay and Child E said he was sleeping. Ms. Dobbs said she took Child E inside and told Ms. Thornton that she was fired for leaving Child E on the bus and she was to leave the facility immediately.

Ms. Dobbs said Child E's Mother informed her that Child E was wet, he urinated on himself while on the bus. Ms. Dobbs said she also heard Child E tell his mother, "I'm

sorry. I fell asleep" on the bus. Ms. Dobbs said she called Ms. Guido and allowed her to speak with Child E's Mother concerning the incident. Following this, Child E and Child E's Mother left the center.

Ms. Dobbs said Ms. Thornton was the only person on the bus with the children. Ms. Thornton was responsible for counting the children using charms (charms are cards with the child's first and last name, the school name and any none allergies listed on them) to verify that she had all the children scheduled to attend child care for the day. Ms. Dobbs said Jane Robbins stood at the door and counted the children as they entered the building. Ms. Robbins is responsible for highlighting the children on a separate sheet and maintaining that sheet in the office. Ms. Dobbs said that Ms. Thornton was also responsible for counting using the face-to-name recognition technique once she arrived with the children in the classroom. Ms. Dobbs confirmed that Ms. Thornton's bus arrived at the day care center around 4:20 p.m. and Child E was not found until after his mother arrived at 5:40 p.m., carried on a conversation in the office and staff looked for Child E. Ms. Dobbs said caregiver Bliss Miracle was present in the classroom when Ms. Thornton arrived with the children.

Ms. Robbins said she was in the office when Ms. Thornton arrived with the children. As the children entered the building she highlighted them on her paper to show who was present. This process includes her calling each child by name, highlighting them on the sheet and instructing the children to proceed to the infant classroom window. Ms. Robbins said she did not highlight Child E's name, nor does she remember seeing him. Ms. Robbins said Child E comes to the center daily, however, she was not alarm when she did not see him, because she assumed that maybe he was with his dad, as his Mom and Dad do not live together. Ms. Robbins said parents are supposed to call the center and informed them if their child will not be coming. She said no one called to say Child E would be absent for that day.

Ms. Miracle said she is also a driver and caregiver in the school-aged classroom. She had already arrived at the center with the children from her route and was in the classroom when Ms. Thornton arrived. It was approximately 4:40 p.m. when Ms. Thornton entered the classroom. Ms. Miracle said she observed Ms. Thornton take attendance using the charmed cards. She never heard Ms. Thornton call Child E's name, nor did she see him enter the room. Ms. Miracle said she went home after Ms. Thornton completed the count of the children.

Both Ms. Austin and Ms. Guido said Ms. Thornton has been trained on the bussing procedure and keeping track of children, using the charms. Both said the policy includes taking attendance of the children as they get on the bus and then counting children using the charm cards as the get off the bus. After this the children are to be counted again as they enter the building. Lastly, staff are supposed to count the children using the charm cards once they are in the classroom. Both Ms. Austin and Ms. Guido said charm cards are put away as the children leave for the day.

During the onsite inspection on 11/14/2018, I received a copy of the bussing policy. The policy that I received was created following the incident. At that time, Ms. Guido did not have a copy of the policy used prior to 11/9/2018. I was provided with copies of the weekly sign in/out sheet for the week of 11/5/2018; a sheet used to highlight children in the office for the week of 11/5/2018 (there is no title on the form) and Jade's School-Age Before and After School Information.

Child E was signed in on 11/9/2018, at 4:20 p.m. He was never signed out on this day. The form used to highlight children as they entered the building had Child E's name crossed out, it was not highlighted. The School-Age Before and After School Information form tells parents that they are required to contact the center by 2:30 p.m. if a child is absent or leaves school and will not be attending the after-school program.

On 11/14/2018, I conducted a telephone interview with caregiver, Jasmine Thornton. Ms. Thornton said she was very remorseful for the incident and wanted to apologize to Child E's Mother. Ms. Thornton said on 11/9/2018, she picked up nine children from three different schools. One of the nine children was Child E. She said Child E was the last child to get on her bus and he appeared to be a little tired. Ms. Thornton said when she arrived at the center she gathered the children off the bus and went into the building. She admitted that she did not count the children using the charm cards until she entered the classroom.

Ms. Thornton said once she entered the classroom, she counted the children using the charm cards. She noticed that she still had Child E's charm card and wondered where he was. However, she said is it not unusual for parents to arrive as she is entering the building and take their child. Therefore, she assumed he had left with his parent and gone home for the day. Ms. Thornton said an hour later Child E's Mother arrived and she started to become concerned. Child E's Mother asked where Child E was, and she said he may be in another classroom. Ms. Thornton said they started looking for Child E and Ms. Dobbs went outside to check the bus. Child E was found on the bus. Ms. Thornton said she would never deliberately leave any child on a bus and is very sad that this happened.

Ms. Thornton said she has been working for this licensee center for approximately a month and a half. She originally worked at the Jade Development Center in Canton and was transferred to the Garden City location toward the end of October 2018. She has been at this location for approximately two weeks. Ms. Thornton said she received some training on the transportation policy while working for the Canton location. However, when she transferred she was told by Ms. Dobbs and Ms. Austin that they had a different procedure for counting and transporting children. She stated she was never fully trained regarding the bussing procedure at this location. The procedure she used included her counting the children by giving them their charms as they got off the bus. This way, when all the charms were gone, she knew all of the children were present and off the bus. She did this because this was the procedure

at the Canton center. She said she was told by Ms. Austin and Ms. Dobbs to stop this procedure because the children will lose the charm. Ms. Thornton said she never received the policy for bussing while at this center. However, she was told not to use the bussing procedure she learned while at the Canton location.

Ms. Thornton denied that she had an attendance sheet with her on 11/09/2018. She also denied signing any of the children into the center on that day. Ms. Thornton said, typically someone in management will put a bag together that contains, child information cards, charms card and attendance sheet. Management will also let staff know if there are any children not expected to come for the day. Ms. Thornton said on 11/09/2018, Ms. Dobbs provided her with the bags, but it did not contain a sign in sheet.

Ms. Thornton said she does not know how she was the only staff to be reprimanded for the incident, as Ms. Robbins was counting children as they entered the building as well. Ms. Thornton said Ms. Robbins knows all the children and should have also noticed that Child E was not present.

On 11/15/2018, I conducted a second unannounced inspection at the facility. I took pictures of the bus and measured the distance from the entry door to where the bus was parked when Child E was left unattended. The distance from the entry door to where the buses are park is 80 feet. According to AccuWeather the temperature outside on 11/9/2018 was 39 degrees.

During the inspection on 11/15/2018, I re-interviewed Ms. Guido. Ms. Guido said she did not have the original bussing procedure at the center and that it may be at her home. She also did not have training documentation for Ms. Thornton to show that she received training on transporting children.

Ms. Guido took me inside the bus Ms. Thornton was driving. She said the bus is equipped with a stop and check button at the back of the bus that must be pushed before the driver exits the bus. Ms. Guido said after Ms. Thornton parked the bus, she had to get up and walk to the back of the bus, push the button and lock the back door for the doors to open before the children could exit. She said the doors will not open unless this occurs, therefore, she does not know how Ms. Thornton left Child E on the bus.

I viewed and took photo of Child E's charm card; Child E's charm card had his first and last name and school name on it. Ms. Guido said the charm cards are kept in a box inside the classroom. The staff are to use the cards throughout the day to maintain an accurate count of the children. The charms cards are to go in the box as each child goes home or is with the child if he/she is transferred to another room.

Ms. Guido confirmed that someone in management usually puts the bags together for the staff/bus drivers and each person is given a bag before leaving for transport. However, she said the staff who transports is required to double check the bag to

make sure everything is in it. I informed Ms. Guido that Ms. Thornton said she never completed an attendance sheet for 11/9/2018, even though, I was provided with an attendance sheet for that day, which showed children signed in. Ms. Guido said it is not unusual for staff to sign the children in or out if another staff or parent does not. She said management checks the attendance sheet nightly and will fill in anything that is missing.

Regarding the bussing policy, Ms. Guido clarified Ms. Robbins' role in counting children as they enter the building. She explained that Ms. Robbins is not counting children to help staff verify they have the correct children. She is counting children to ensure the office has an accurate count of the children in the building. She said Ms. Robbins was not responsible for ensuring that Child E got off the bus, only Ms. Thornton.

During this onsite, I received copies of the employee handbook, new teacher orientation packet and the charm policy. I also received an untitled form which showed the children's name, school, days of attendance and the bus number. Ms. Austin said this form showed all the children who were supposed to be bussed to the afterschool program on 11/09/2019. This form does not have a date on it, but it shows Child E was scheduled to be picked up from school and bussed to the center.

In the employee handbook under "Qualification for Employment (3)(o)," it states bus drivers are responsible for safely transporting enrolled children to and from school and on field trips. However, it does not provide the procedure for keeping track of children during transportation. There is no signature verifying that Ms. Thornton received the handbook.

The charm policy appears to be geared to keeping track of children while they are in the building, however, it does not address the procedures that are to be used when transporting children. Ms. Thornton's signature is on this document.

The new teacher orientation packet does not provide any information to the staff on transportation. There is no signature verifying that Ms. Thornton received the handbook.

On 11/15/2018, Ms. Guido emailed the original bussing policy Ms. Thornton was provided while at the Canton location. The procedures described in this policy do not correlate to the procedures verbalized to me by Ms. Guido, Ms. Austin and the staff. The section under "PM Pick-up" procedures do not address counting children; however, it does say the buses should be checked for stow-away children. The document has a place at the bottom that requires the employee to sign, however, there is no signature on it.

On 11/15/2018, I conducted a second telephone interview with Ms. Thornton. Ms. Thornton said her bus was not equipped with the stop and check button, as Ms. Guido described. Furthermore, she said the button does not work as Ms. Guido

described. Ms. Thornton said the buses at the Canton location are equipped with a stop and check button at the back of the bus. She said when the driver turns off the engine, an alarm goes off and the driver must walk to the back of the bus to turn it off. However, her bus and other buses at this center do not have this feature. She said Ms. Guido must have taken a bus from the Canton location and brought it to the Garden City location in effort to cover up the flaws in their procedures. Ms. Thornton said it appears that the center is doing everything they can to put all the blame on her. She admits that she was wrong for not double checking, however, the center owner and directors are now lying to cover themselves. Ms. Thornton said the center is ran poorly and lacks structure. She said Jade Child Development Center in Canton operates a lot smoother and the policies and procedures that were implemented at the other location, where not implemented at this center.

During the interviews with Ms. Dobbs and Ms. Miracle, I asked them to explain the center's policy and procedure to keeping tracking of children, during bussing. Although, each staff provided a similar explanation on how bussing should be done. It was clear that each staff member was doing the procedures different from each other. Ms. Dobbs said children are counted when they get off the bus and again when they enter the building. Ms. Miracle said children are supposed to be counted at every door they pass through. However, Ms. Austin said counting should start while the children are being picked up and attendance should be taken on the bus.

On 11/15/2018, I conducted a telephone interview with Child E's Mother. She said she arrived at the center between 5:50 p.m. and 6:00p.m. She said she waited a moment to be let in the building because Ms Dobbs was talking with a parent. Once she was let in the center, she went into the office and spoke with Ms. Dobbs about her bill. She was in her office for a few minutes before going into Child E's classroom. After leaving the room she entered the classroom and did not see Child E. She asked the teacher where he was, and she said he maybe in another room. Child E's Mother went into another classroom looking for Child E and was told that he was not there. Child E's Mother then checked Child E's locker and noticed none of his belongs were there. She went to the office and asked Ms. Dobbs where Child E was and asked her to check the bus. Initially, Ms. Dobbs did not want to check the bus and said he was not there. Child E's Mother went back to his classroom and Ms. Thornton was looking for Child E. She asked her to check and bus and Ms. Thornton said, she would never leave a child on the bus. Following that conversation, Ms. Dobbs checked the bus and Child E was found. Child E's Mother said Child E was crying and soaked in urine from the top of his pants to his feet. His coat was opened, and he was cold.

Child E's Mother told me, Child E said, "I am sorry, I fell asleep on the bus". Child E's Mother said she assured Child E he did not do anything wrong and consoled him. Ms. Dobbs then instructed Ms. Thornton to leave the building because she was terminated. Child E's Mother said Ms. Dobbs called the center's owner and they spoke on the phone. She said Ms. Guido was apologetic and said the staff member

did not follow the policy they have in place. Child E said Ms. Guido said she has been trying to get the center together and she knows that now it will be over for her.

Child E's Mother said Child E complained that his toes hurt when they left the center. She initially thought it was because of him being cold, however, the next day he complained his toes were cold and itchy. Child E's Mother took Child E to the hospital and he was diagnosed with "frost nipped toes." Child E's Mother said the doctor's informed her the this is the early stages of frost bite.

Child E's Mother said Child E was traumatized by this experience. She said Child E told her he was calling out for everyone when he was on the bus, but no one came. Child E told Child E's Mother that he even called for her. He said, "you left me on the bus." Child E's Mother also said Child E comes into the house daily and sits by the heat vents, he appears to always be cold. She said she made a police report with the Garden City Police Department. The report number is 180015989.

On 11/15/2018, Child E's Mother emailed me a copy of Child E's discharge instructions from Children's Hospital of Michigan-Emergency Department. The document shows that on 11/10/2018 4:16 p.m. Child E was diagnosed with "frost nipped toes."

On 11/16/2018, I received a telephone call was received from DHHS worker, Ms. Sharp. She said she received a call from the Garden City Police Department. She said they are investigating the allegations and plan to go to the center next week to interview everyone.

Based on this investigation, staff at the center did not provide appropriate care and supervision to Child E when he was left in the bus unattended for approximately 1 hour and 30 minutes. According to the attendance sheet Child E was picked up from school at 4:20 p.m. Ms. Dobbs and Ms. Miracle said Ms. Thornton arrived at the center between 4:20 p.m. and 4:40 p.m. Child E's Mother arrived at the center between 5:50 p.m. and 6:00 p.m. Child E was found after Child E's Mother had been in the center for several minutes. Therefore, it can be approximated that Child E was found after 6:00 p.m. The incident resulted in injury to Child E, as he received frost nipped on his toes from being outside on the bus for a prolong period.

APPLICABLE RULE	
R 400.8125	Staff and Volunteers.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.

ANALYSIS:	Staff did not provide appropriate care and supervision when Child E was left on the school bus, unattended for approximately 1 hour and 30 minutes, in cold weather, which resulted in him received Frostnip of the toes.
CONCLUSION:	VIOLATION ESTABLISHED REPEAT VIOLATION ESTABLISHED SIR 2017D0911018 Dated 07/21/2017 Corrective Action Plan Dated 09/14/2017 REPEAT VIOLATION ESTABLISHED SIR 2018D0918032 Dated 10/15/2018 Corrective Action Plan Dated pending. REPEAT VIOLATION ESTABLISHED SIR 2018D0918035 Dated 11/15/2018 Corrective Action Plan Dated pending.

IV. RECOMMENDATION

I recommend summary suspension and revocation of the child care license based on the current information. If relevant information is received from the law enforcement report and/or DHHS report, this recommendation may be changed..

L.E.

11/16/2018

LaTanya Ellington
Licensing Consultant

Date

Approved By:

Shirley D. Baskin

11/16/2018

Shirley D. Baskin
Area Manager

Date