STATE OF MICHIGAN
DEPARTMENT OF
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL
LANSING

GRETCHEN WHITMER
GOVERNOR

BEVERLY WALKER-GRIFFEA
DIRECTOR

Jenny Roan
Midland Community Center
2205 Jefferson Ave.
Midland, MI 48640

September 24, 2024

RE: License #: CD560412867
Investigation #: 2024C0448001
Greater Midland Community Center-Day Camp

Dear Jenny Roan:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and 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.

If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

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 Grand Rapids licensing unit at 616-356-0100.

Sincerely,

Crystal Smith, Licensing Consultant
Camp Licensing Unit
350 Ottawa, N.W. Unit 13, 7th Floor
Grand Rapids, MI 49503
enclosure

MICHIGAN DEPARTMENT OF
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL
CAMP LICENSING UNIT
SPECIAL INVESTIGATION REPORT

I. IDENTIFYING INFORMATION

License #:	CD560412867
Investigation #:	2024C0448001
Complaint Receipt Date:	06/20/2024
Investigation Initiation Date:	06/21/2024
Report Due Date:	08/19/2024
Licensee Name:	Midland Community Center
Licensee Address:	2205 Jefferson Ave. Midland, MI 48640
Licensee Telephone #:	989-832-7937
Licensee Designee:	Jennifer Roan
Name of Facility:	Greater Midland Community Center-Day Camp
Facility Address:	305 East Reardon St. Midland, MI 48640
Facility Telephone #:	989-923-4622
Original Issuance Date:	07/07/2022
License Status:	REGULAR
Effective Date:	01/07/2023
Expiration Date:	01/06/2025
Capacity:	110
Program Type:	CHILD CAMP - DAY

II. ALLEGATION(S)

	Violation Established?
The camp did not determine suitability of staff members.	No
The camp staff did not adequately observe camper's physical state.	Yes

III. METHODOLOGY

06/20/2024	Special Investigation Intake 2024C0448001
06/21/2024	Special Investigation Initiated-Onsite
06/21/2024	Contact - Document Received
06/21/2024	Contact- Face to Face
07/10/2024	Contact- Telephone Call Made
07/15/2024	Contact- Telephone Call Received
07/19/2024	Contact- Telephone Call Made
07/24/2024	Contact- Face to Face
09/11/2024	Inspection Completed-BCAL Sub Complaint
09/18/2024	Corrective Action Plan Required and Due By 10/9/2024
09/18/2024	Exit Conference by telephone with Jenny Roan

ALLEGATION:

The camp did not determine suitability of staff members.

INVESTIGATION:

On 06/20/2024, The department received an anonymous online complaint which read in part as follows:

"To my knowledge the summer camp coordinator, Jenny Roan, is operating the full day camp without having counselors over the age of 18. In 2023 it wasn't

uncommon to have a minor counselor at full day camp because an 18 year old or older counselor was unavailable for the day. During 2024 training and on the application, it was said a full day counselor needed to be at least 18 years old. This summer I have been told the full day camp have multiple staff under 18 working. Last year, 2023, Jenny Roan also forced the campers outside when there was sever air quality and multiple kids complained of headaches, eyes burning, nausea, and needed to start bringing inhalers. Both Jenny Roan and Staff Member 1 have kept on counselors who are unqualified, bullies, and spread rumors about hard drugs at camp"

On 06/21/2024 I conducted an onsite inspection and interviewed Ms. Roan about operating the camp with minors. Ms. Roan provided a copy of the staff roster and the camper supervision policy. The policy read "*For campers ages 4-5 years old will have a ratio of 1 adult to 6 campers, for campers ages 6-8 years old will have a ratio of 1 adult to 8 campers, and for campers ages 9-14 years old will have a ratio of 1 adult to 10 campers*." I toured the facility and observed staff to camper ratio's consistent with the policy.

I reviewed the staff roster. The roster revealed there are two staff that are 17 years old. Jenny Roan stated the 17 years old staff do not get left alone with campers in any circumstance. They are considered staff in training until they turn 18 years old which is when they are considered an adult staff. Jenny stated during the 2023 season they had enough adult staff members to stay in ratio. There are half-day camps held at the Greater Midland Community Center that have staff that are 17 years old. Some of those half-day programs may include sports camps, specialty camps, and gymnastics, dance, cheer and pom camps.

I reviewed the job description of the day camp counselor. The job description revealed the day-camp counselor must be at least 18-years old and is responsible for high quality lessons, participant engagement and safety. The camp counselor must maintain high personal standards and adhere to and carry out the mission of the Greater Midland Community Center. Some of the qualifications to being a camp counselor are CPR/First Aid/AED is preferred, excellent people skills; ability to work with a wide variety of personalities, and strong verbal and written communication skills.

Ms. Roan stated during the hiring process all staff have three reference checks completed via phone calls to ensure they are suitable to work. In addition, staff are background checked and those 21 years and older have a central registry clearance completed. I reviewed a sample of five staff records and found the staff records included references and background check information.

On 07/19/2024, I interviewed Staff Member 1 (SM1). SM1 stated her role at the Greater Midland Community Center is Program Manager and is not directly responsible for camp operations but oversees gymnastics, cheer, pom and birthday party programs and half-day summer programs. SM1 stated the staff for the summer

programs operating less than 4 hours are 16 years and older. They have standard hiring practices for the non-summer camp program staff which include reference checks to ensure staff are suitable for the role for which they applied.

APPLICABLE RULE	
R400.11109(6)	**Staff**
	(6) Before assignment, a camp shall evaluate all of the following characteristics for each staff member in relation to the duties to be assigned: **(a) Character.** **(b) Emotional stability.** **(c) Health.** **(d) Ability.** **(e) Experience.** **(f) Education.**
ANALYSIS:	The camp has a staff hiring process to determine suitability for camp staff. The camp maintained staff records supporting their process. The organization has programs not applicable for camp licensing at the community center which don't fall within the jurisdiction of camp licensing.
CONCLUSION:	**VIOLATION NOT ESTABLISHED**

ALLEGATION:

The camp staff did not adequately observe camper's physical state.

INVESTIGATION:

I interviewed Ms. Roan about the air quality and campers complaining of illness in 2023. Ms. Roan stated last summer was a challenging summer for air quality concerns. She stated the leadership staff had conversations about air quality guidelines that were published by different sources at the time. They decided to follow the guidelines provided through airnow.gov to determine when it was safe to be outside and for how long.

I reviewed the camper parent handbook policy titled "Excessive Heat and Rainy Day Schedules" on page 16. The camper policy describes the conditions when the regular day schedule will be altered, and the curriculum will be modified. The policy reads, "in the event of inclement weather, the greater midland community center and the greater midland curling center are able to provide shelter to the entire camp population." The policy does not provide details about conditions when excessive heat would limit outside time.

On 06/27/2024, I requested Ms. Roan to provide me a copy of the 2023 health log. She replied she would need to track them down.

On 07/15/2024, I received a phone call from Jenny Roan stating she cannot locate the 2023 health log due to moving into the new community center. She said she will compile the 2023 incident reports into a spreadsheet.

On 07/24/2024, I interviewed Mr. Roan at the Greater Midland Community Center. Ms. Roan stated she could still not find the 2023 health log and is still compiling the 2023 incident reports into a spreadsheet. As of date of this report, I have not yet received the 2023 incident reports or the 2023 health log.

APPLICABLE RULE

R 400.11127(8) **Camper health requirements.**

(8) A camp shall maintain a permanent medical record that lists all of the following information:

(a) Date of treatment.

(b) Name of camper.

(c) Ailment.

(d) Treatment prescribed or medication dispensed.

(e) Identification of the person providing the treatment.

(9) A camp shall submit a written report, on forms furnished by the department, to the department if a camper dies or if a camper has an accident or illness that result in an overnight stay in a hospital or clinic or being sent home. A camp shall submit the report within 48 hours of the death, injury, or illness.

ANALYSIS A review of the records found the camp did not maintain a permanent medical record from 2023. The record was not able to be provided upon request.

CONCLUSION **VIOLATION ESTABLISHED**

On 9/18/2024, lead camp consultant, James Vanden Heuvel, conducted an exit conference with Ms. Roan by telephone. He reviewed the findings of this report. Ms. Roan stated she understood the findings of the report. She stated the paperwork work may have been lost during construction of the new building. She will be working to develop a corrective action plan within the timelines established.

IV. RECOMMENDATION

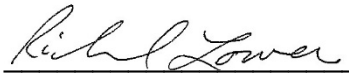
Upon submission of an acceptable written corrective action, I recommend no change in licensing status.



9/18/2024

Crystal Smith — Date
Licensing Consultant

Approved By:



9/24/2024

Richard Lower, Director — Date
Out-of-School Time Learning and
Camp Licensing