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

GRETCHEN WHITMER
GOVERNOR

BEVERLY WALKER-GRIFFEA
DIRECTOR

Beth Fryer
Teddy Bear Summer Nature Camp
1497 Bass Lake Rd
Traverse City, MI 49685

October 11, 2024

RE: License #: CD280418361
Investigation #: 2024C0129004
Teddy Bear Summer Nature Camp

Dear Ms. Fryer:

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 local office at 616-356-0100.

Sincerely,

David Martin, Licensing Consultant
Camp Licensing Unit
350 Ottawa, N.W. Unit 13, 7th Floor
Grand Rapids, MI 49503
989-370-9334

enclosure

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

I. IDENTIFYING INFORMATION

License #:	CD280418361
Investigation #:	2024C0129004
Complaint Receipt Date:	08/15/2024
Investigation Initiation Date:	08/16/2024
Report Due Date:	10/14/2024
Licensee Name:	Beth Fryer
Licensee Address:	1497 Bass Lake Rd Traverse City, MI 49685
Licensee Telephone #:	231-941-4877
Licensee Designee:	Annalisha Fryer
Name of Facility:	Teddy Bear Summer Nature Camp
Facility Address:	301 Seventh St. Traverse City, MI 49684
Facility Telephone #:	231-409-7990
Original Issuance Date:	06/14/2024
License Status:	PROVISIONAL
Effective Date:	06/14/2024
Expiration Date:	12/13/2024
Capacity:	62
Program Type:	CHILD CAMP - DAY

II. ALLEGATION(S)

	Violation Established?
The camp did not follow its written staff to camper ratios.	No
The camp did not follow its written health service policy involving notification of camper's authorized person.	Yes
The camp did not submit written notification to the department of a camper accident resulting in the camper being sent home.	Yes

III. METHODOLOGY

08/15/2024	Special Investigation Intake 2024C0129004
08/16/2024	Special Investigation Initiated - Face to Face
08/16/2024	Contact - Face to Face
09/03/2024	Contact - Telephone call received Phone conference with Camp Parents
09/13/2024	Contact - Telephone call received Phone call Disposition Meeting with CPS - MIC and Licensing
10/03/2024	Inspection Completed-BCAL Sub. Compliance
10/08/2024	Exit Interview over phone
10/08/2024	Corrective Action Plan requested and Due By 10/23/2024

ALLEGATION:

The camp did not follow its written staff to camper ratios.

INVESTIGATION:

On 8/14/24, the department received a complaint forwarded from Michigan Department of Health and Human Services, Child Protective Services, Maltreatment-in-Care (CPS-MIC) unit. The complaint reported:

"On 8/12/24, Camper A was attending day camp at Teddy Bear Daycare and Preschool. About halfway through the day, Camper A broke [their] foot. The details regarding how this happened are unknown. Unknown staff members sat Camper A down and gave [them] a frozen sponge. They did not call [the] parents or complete an incident report. Staff members then refused to replace the ice pack because it would throw off their student to teacher ratio."

On 8/16/24, CPS-MIC and I met with the camp staff at its location at Central Grade School in Traverse City. The day camp was in session, but camp staff were able to individually pull away from the campers to be interviewed. Licensee Designee Anna Fryer (by phone) and Camp Director Staff Member 1 (SM1) sat in for all interviews. SM1 reported that on 8/12/24, there were 28 children in attendance and 5 adult staff. CPS-MIC and I verified these numbers by viewing the staff and camper attendance links in the "Brightwheel System" which offers real time documentation and communication with parents of all data involving campers and staff.

On 8/16/24, I reviewed the stated staff to camper ratios for Teddy Bear Summer Nature Camp. The camp has a written ratio not to exceed of 1 adult staff/10 campers. This information is stated in the "Teddy Bear Summer Nature Camp Handbook 2024" (page two) and is provided to all parents and staff.

Staff Member 2 (SM2) explained that on 8/12/24 a group of children were playing outdoors near door #8/entry area to Central Grade School. At approximately 3:35 PM, out of the corner of their eye, SM2 saw Camper A trip over a ball. SM2 asked Camper A what had happened. Camper A said "it hurt" but did not identify what part of their body hurt. SM2 called out to nearby counselor Staff Member 3 (SM3) to assist Camper A while SM2 went inside the school to get an ice pack.

At the same time when SM2 was leaving, Staff Member 4 (SM4) reported that they observed Camper A on the ground and went over to assist. SM4 offered Camper A a piggyback ride to take them over to a nearby bench which Camper A accepted. SM3 reported that they arrived at the same time and sat several feet from Camper A offering support while also able to monitor other campers. SM3 said Camper A was calm and not tearing up. In interviews, SM2, SM3, and SM4 all reported that they did not observe bruising or swelling of Camper A's right ankle at any time.

SM2 reported that they came back with the ice pack and applied it to the outside of the right ankle. SM3 said that they continued to engage Camper A in conversation. After 5 minutes, SM3 reported that Camper A was giggling and happy; they were not hysterical or in any observable pain.

SM2 reported that they, once Camper A was calm, took a different camper into the school to use the bathroom while SM3 watched over Camper A. When SM2 returned, they asked Camper A if they wanted another ice pack. Camper A verbally declined an extra ice pack. SM2 then assisted with other areas of the camp.

SM3 reported that they were present when Relative A1 (RA1) arrived to pick up their child. The arrival time is approximately 4:05 PM. RA1 was upset when they saw Camper A on the bench with the ice pack on their ankle. RA1 asked for an additional ice pack which SM3 said they would send someone into the school to get, but at that time, they personally could not get the ice pack as that would place their staff ratios out of compliance. SM3 informed RA1 of the location of additional ice packs so that RA1 could go into the school to get one. SM3 said that the ice packs were in the first room on the left inside the building. SM3 also informed Licensing that RA1 signed out Camper A in the Brightwheel communication application at 4:16 PM. CPS-MIC and I observed the Brightwheel log verifying this information. SM3 also indicated that Camper A's demeanor went from happy and laughing to sad when they saw RA1 arrive. RA1 told SM3 that Camper A has a very high tolerance for pain. Camper A had previously broken their foot and walked around on it for two weeks before RA1 even knew about it.

Ms. Fryer reported that an internal incident report was filed by staff at 3:40 PM. The Brightwheel communication application that can be used to record injuries was not used but should have been. The Brightwheel communication application also informs the campers parents/guardians of incidents to keep them informed of a situation like this. Furthermore, Ms. Fryer explained that in a follow up phone call with RA1, she stated that staff should have called RA1 promptly but didn't, this was an error on the camp's part. RA1 informed Ms. Fryer that the foot was broken in 3 places after an x-ray was performed on the afternoon of 8/12/24. I asked Ms. Fryer why there was not an Incident Report filed with Camp Licensing. Ms. Fryer said that was an oversight on their part. The camp filled out an Incident Report that was received prior to the end of our interviews with staff on 8/16/24.

CPS-MIC and I then went to the home of Camper A on 8/16/24. We met with Relative A2 (RA2) outside of their home. RA2 told us that RA1 took Camper A to a health clinic to get x-rays as Camper A could not move their foot. RA2 said that Teddy Bear Summer Nature Camp has failed to call on other occasions. On the date of the injury to Camper A, 8/12/24, the camp did post a message to RA1 and RA2 later that day, but not during the hours of the camp day. In the message outlining the injury, the camp apologized for not contacting them at the time of the incident. RA2 was disappointed that the only first aid offered was the ice pack.

CPS-MIC then met with Camper A outside of their home with RA2 present during the interview. As Camper A is a minor, CPS-MIC conducted this entire interview. Camper A said they tripped on a ball and had broken three bones in their foot. They did not remember the time. They reported that SM2 gave them an ice pack, that SM4 gave them the piggyback ride, then a little bit later RA1 picked them up from camp. RA1 took them to Urgent Care where they got crutches and have to wear a boot on their right foot. Camper A said that they did not ask for another ice pack.

CPS-MIC and I then interviewed by phone RA1 on 8/16/24 outside of RA1's home. RA1 was at work at the time but took time to speak with us on the phone. On

8/12/24, RA1 reported that they arrived at the normal pick-up time to take their camper home. When they got to camp and spoke with Camper A, they told them that they couldn't move their foot and that it really hurt. Their pain level was a 10 out of 10. After completing check out of Camper A, RA1 was getting Camper A to the car while SM3 was attempting to engage them in conversation about the incident. RA1 was upset and not stopping to listen to SM3. RA1 reported that this was the second time that the camp had failed to notify RA1 of injuries to Camper A though the camp claimed to have sent texts.

On 9/3/24, CPS-MIC and I interviewed by phone three camp parents representing four campers. In addition, CPS-MIC conducted an in-person interview with one parent and one camper on 9/6/24. Every parent and camper reported that they enjoyed Teddy Bear Summer Nature Camp with most commenting that they made friends, looked forward to each day, and would be signing up for next summer. There were zero negative comments by either parents or campers.

APPLICABLE RULE	
R 400.11111	**Number of staff.**
	(2) A camp shall ensure that the ratio of adult staff members to campers at any one time is as follows: **(a) For campers below the age of 13, during their awake hours there shall be 1 adult staff member for every 10 campers or a fraction thereof beyond the first 10.** **(f) The minimum number of staff on duty and in camp is 2 adult staff members.**
ANALYSIS:	The camp has a written staff to camper ratio of 1adult/10 campers which is within camp licensing guidelines. On 8/12/24, the staff to camper ratio was 1 adult/6 campers. The camp was operating within their written ratios.
CONCLUSION:	**VIOLATION NOT ESTABLISHED**

ALLEGATION:

The camp did not follow its written health service policy involving notification of camper's authorized person.

INVESTIGATION:

The Teddy Bear Summer Nature Camp Handbook 2024 reads on page four, in section titled "Communication":

"Communication is a very important part of your child's staff to family relationships. We will use multiple communication tools such as a weekly newsletter, curriculum, and our Brightwheel communication app. Brightwheel allows you to communicate with the camp staff in real time without having to make a phone call. You will also receive photos from the day, and any pertinent information including but not limited to activities, health checks, incident/injury, etc."

The Handbook also states in its Parent/Guardian Registration Packet under the section titled, "Parent/Guardian Notification":

"Minor's parent/guardian(s) are to be notified as follows:
- *As directed, in writing, by the minor's parent/legal guardian*
- *With any serious illness or injury*
- *Immediately following admission to the hospital*
- *When any surgical procedure is required*
- *Immediately in the event of death*
- *At any time it is deemed necessary to protect the health, safety and welfare of any individual at camp."*

Ms. Fryer explained on 8/16/24 that the staff should have called RA1 promptly after the injury but did not. Furthermore, the staff should have promptly placed the incident into the Brightwheel communication application which they did not. Ms. Fryer responded to CPS-MIC concerns about notification to parent by agreeing to a safety plan including contacting parents immediately if a child is injured or receives any medical attention or first aid.

APPLICABLE RULE	
R 400.11119	**Health service policy.**
	(3) A camp's health service policy shall cover all of the following subjects: **(h) Procedures for prompt and responsive notification of the camper's authorized person.**
ANALYSIS:	The camp has an established policy for communication with parents of campers. The camp did not follow its own policy for notification of parents by not calling, texting, or placing the injury information into the Brightwheel communication application. This would have informed RA1 and RA2 of the injury promptly instead of discovery of the injury when Camper A was picked up at the end of the camp day.
CONCLUSION:	**VIOLATION ESTABLISHED**

ALLEGATION:

The camp did not submit written notification to the department of a camper accident resulting in the camper being sent home.

INVESTIGATION:

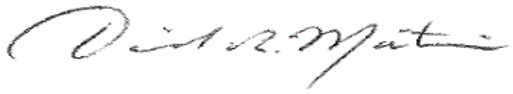
Camper A's injury resulted in their attendance at camp ending with them being picked up at the end of the camp day on 8/12/24. The injury occurred on 8/12/24 and an Incident Report was filed on 8/16/24 only when Licensing informed the camp that they were in violation of Rule 127(9).

APPLICABLE RULE	
R 400.11127	**Camper health requirements.**
	(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:	The rule allows for up to 48 hours for submission of a written report outlining an incident. The child was not able to return to camp due to an injury suffered while in attendance at the camp. Therefore, a report must be filed within 48 hours. The Incident Report received by the State was received 96 hours after the incident.
CONCLUSION:	**VIOLATION ESTABLISHED**

On 10/08/24, I reviewed the findings of this special investigation with Camp Director Anna Fryer over the phone. Ms. Fryer's comments were: "Teddy Bear takes every violation as a learning experience with our staff. We are able to correct violations within an immediate timeframe. Our first aid is beyond the medical aspect and goes into the emotional comfort and care of the child."

IV. RECOMMENDATION

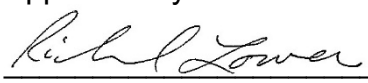
Upon receipt of an acceptable Corrective Action Plan within the timeframe allowed, I recommend no change to the status of the license.



10/11/2024

David Martin — Date
Licensing Consultant

Approved By:



10/11/2024

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