



GRETCHEN WHITMER  
GOVERNOR

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

DR BEVERLY WALKER  
GRIFFEA  
DIRECTOR

8/5/2024

Milestones Child Development Center, LLC  
8270 Broadmoor Avenue, SE  
Caledonia, MI, 49316

License Number: DC390389093  
Special Investigation Number: SI-00121288

Dear Milestones Child Development Center, LLC

I conducted a special investigation because the child care licensing bureau received a complaint against your facility that related to licensing rules or law. The allegations were related to the following:

Rule/Law Number	Rule Description
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.
R 400.8182(3)(a)	Infants and toddlers, birth until 30 months of age, child care staff member to child ratio of 1 to 4, maximum group size of 12.

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

- I interviewed: Program Director, Child Care Staff Member 1, 2, 3, and 4, and parents.
- I completed on-site inspections on the following date(s): 04/12/2024

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

Rule/Law Number	Rule Description
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.
R 400.8182(3)(a)	Infants and toddlers, birth until 30 months of age, child care staff member to child ratio of 1 to 4, maximum group size of 12.

Upon receipt of an acceptable corrective action plan, I recommend the issuance of a 1st provisional license. If you accept the provisional license, you must sign and return the enclosed waiver form. If you do not accept the provisional license, you must notify this office in writing and an administrative hearing will be scheduled. Even if you don't accept the provisional license, you must still send us an acceptable corrective action plan.

Due to the violations, you must send us a [corrective action plan](#) by 8/26/2024. Even if you don't accept the provisional license, you must still send us an acceptable corrective action plan.

If you need help writing the corrective action plan, please contact licensing consultant Tiara McKay at (269) 615-5758 or [mckayt2@michigan.gov](mailto:mckayt2@michigan.gov). 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"/>

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](#).

Please review this report for accuracy and contact your consultant, Tiara McKay at 269-615-5758 or mckayt2@michigan.gov. In the event that Tiara McKay is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Tiara McKay, Licensing Consultant

Enclosure

**MICHIGAN DEPARTMENT OF  
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL  
CHILD CARE LICENSING**

**Report Type:** Special Investigation Report

**Date of Report:** 8/5/2024

<b>Special Investigation Number</b>	<b>Complaint/Incident Receipt Date</b>
SI-00121288	
<b>Investigation Initiation Date</b>	<b>Report Due Date</b>
4/11/2024	
<b>License Number</b>	<b>Licensee Name(s)</b>
DC390389093	Milestones Child Development Center, LLC
<b>Facility Name</b>	<b>Licensee Designee(s)</b>
Milestones Child Development Center	Nicole M Pratt
<b>Program Type</b>	<b>Central Administrator(s)</b>
Center	
<b>Capacity</b>	<b>Program Director(s) Name</b>
175	
<b>Facility Address</b>	<b>Mailing Address</b>
8101 Moorsbridge Road Portage, MI, 49024	8270 Broadmoor Avenue, SE Caledonia, MI, 49316
<b>Facility Phone Number</b>	<b>Facility Email Address</b>
2694432148	krussell@milestonescdc.com
<b>Original License Issuance Date</b>	<b>License Status:</b>
9/8/2017	Regular
<b>License Effective Date:</b>	<b>License Expiration Date:</b>
3/8/2024	3/7/2026

**ALLEGATION(S)**

	<b>Violation Established?</b>	
During outdoor play on 4/9/2024, Child A opened the gate and walked outside of the fenced in play area without being noticed by a child care staff member. She was without supervision for over a minute.		Yes

**METHODOLOGY**

<b>Date</b>	<b>Activity</b>
4/10/2024	Special Investigation Case Created SI-00121288

4/11/2024	Contact – Phone Call Made to Child Care Staff Member (CCSM) 1.
4/11/2024	Special Investigation Initiated via Phone Call to CCSM 1.
4/12/2024	Inspection Completed On-Site from approximately 10:15 am until 12:00 pm. Interviewed Program Director and CCSMs 2 and 4.
7/22/2024	Contact – Phone Call Made to Child B's Mother.
7/22/2024	Contact – Phone Call Made to Child A's Mother. Left a voice mail message requesting a return call.
7/22/2024	Contact – Phone Call Made to Child F's Mother. Left a voice mail message requesting a return call.
7/22/2024	Contact – Phone Call Made to CCSM 3.
7/23/2024	Contact – Phone Call Made to Child C's Mother.
7/23/2024	Contact – Phone Call Made to Child D's Mother.
7/23/2024	Exit Conference with Program Director.
7/23/2024	Contact – Phone Call Made to Child E's Mother.
8/5/2024	Exit Conference second exit conference with Program Director.

**ALLEGATION: During outdoor play on 4/9/2024, Child A opened the gate and walked outside of the fenced in play area without being noticed by a child care staff member. She was without supervision for over a minute.**

**INVESTIGATION:**

I received an incident report from the center on 04/10/2024 regarding the allegations. I called the center on 04/11/2024 and spoke with Child Care Staff Member (CCSM) 1. We discussed the allegations briefly and scheduled an onsite inspection for the following date.

I conducted an onsite inspection on 04/12/2024. During the onsite inspection I interviewed Program Director, CCSM 1, CCSM 2, and CCSM 4. I also viewed the outdoor play area, the fence and gate, and the area outside of the outdoor play area.

Program Director advised that she was not present when the incident occurred. She came into work about 15 minutes later and was told about it at that time. CCSM 2 and CCSM 3 were in the outdoor play area with eight children. CCSM 2 went inside to use the bathroom, leaving CCSM 3 with the eight children. CCSM 2 was in the bathroom for

only a few minutes. While she was in the bathroom, Child A opened the gate and walked outside of the fenced in play area. About the same time CCSM 2 was returning from the bathroom, CCSM 4 was walking into the gate of the fenced in play area with Child A. CCSM 4 saw Child A in the parking lot, between two cars, when she was looking out her classroom window. The parking lot is located next to the outdoor play area. After CCSM 4 saw Child A, she went to get her, and then brought her to CCSM 3.

While onsite, I observed the outdoor play area with Program Director. The outdoor play area is completely enclosed. Inside the outdoor play area, there are separate areas, sectioned off by fences. Different ages use different areas. Child A's room uses the play area on the outside edge. There is a gate to the outside of the play area in the space that Child A's room uses. The gate has a push bar that opens the gate. Program Director explained that the gate normally sounds an alarm when opened. On the date Child A got out of the play area, the alarm did not sound. Outside of the gate is the front of the building. Immediately outside the gate is a sidewalk that stretches the length of the front of the building. Beyond the sidewalk is the parking lot.

Program Director advised that she watched camera footage of the area from when the incident occurred. She said the time between Child A leaving the play area to the time CCSM 4 went to her was 97 seconds. After leaving the play area, Child A walked along the sidewalk. She attempted to open a door to the building (that was locked) and she approached another door. Then she walked into the parking lot, between two parked vehicles. That is when CCSM 4 saw her and went to her.

CCSM 2 advised that the majority of children were using the sandbox or were in the vicinity of the sandbox prior to her leaving to go to the bathroom. She explained that the sandbox is on the opposite end of the play area from the gate. She specifically recalled seeing Child A near the sandbox. She estimated that she was gone "maybe three minutes". When she returned, as she was walking toward the play area, she heard CCSM 4 calling CCSM 3's name. She saw CCSM 4 holding Child A. CCSM 4 was on the opposite side of the fence/gate at that time. They opened the gate and CCSM 4 brought Child A into the play area. They counted children to make sure that everyone was present. Neither CCSM 2 or CCSM 3 could figure out how Child A was able to open the gate without anyone knowing. CCSM 2 said the alarm on the gate was not working and the only way they could get the gate to close was to "slam" it. She said nothing like this has happened before and since then, they check the gate every time they go into the play area to make sure it is securely closed.

CCSM 4 said it is normal to see children in the parking lot around the time of day that the incident occurred, as parents are still dropping children off at that time. When looking out her classroom window, she saw Child A between two cars that were parked at the sidewalk. She noticed that Child A did not have a parent near her, so she went outside to her. She saw the gate to the outdoor play area open at that time. She picked up Child A and took her to CCSM 3. CCSM 4 estimated the time between her first seeing Child A in the parking lot and bringing Child A to CCSM 3 was "about 30

seconds". Once Child A was in the play area with CCSM 3, CCSM 3 tried to close the gate and it "bounced back open". CCSM 3 had to "slam" the gate to get it to close.

I interviewed CCSM 3 over the telephone on 07/22/2024. When CCSM 2 went to use the bathroom, all of the children were in the sandbox area. CCSM 3 was setting up a bubble machine while the children played. While setting up the bubble machine, CCSM 3 turned around and saw CCSM 4 at the gate with Child A. She estimated the time between CCSM 2 leaving to use the bathroom and CCSM 4 being outside of the gate with Child A to be "maybe two minutes". She said CCSM 2 was "not gone long at all". CCSM 2 was returning as CCSM 4 was bringing Child A to them. After bringing Child A back into the play area, CCSM 2 and CCSM 3 tried to close the gate. Neither of them was able to initially. They had to use force to get it to close. No alarms sounded at the time. Since the incident, CCSM 3 said they check the gate when they come out to play to make sure that it is securely closed. They also remain in ratio at all times, even if someone needs a quick bathroom break. They bring walkie talkies out with them and call for someone to cover when necessary.

I spoke with Child B's Mother on 07/22/2024. I spoke with Child C's Mother, Child D's Mother, and Child E's Mother on 07/23/2024. None of the parents had any concerns about supervision or the care provided at the center. The parents were complimentary of the care their children receive at the center.


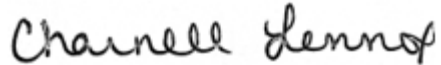
I attempted contact with Child A's Mother and with Child F's Mother. I was not successful in reaching either of them.

**RULE/STATUTORY VIOLATIONS:**

APPLICABLE RULES	
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	Appropriate care and supervision were not provided when Child A was able to leave the outdoor play area without being noticed by a child care staff member for about 97 seconds.
CONCLUSION:	<b>Violation Established</b>

## BUREAU RECOMMENDATION

Bureau Recommendation
Upon receipt of an acceptable corrective action plan, I recommend the issuance of a 1st provisional license.

Approved By:			
			
Tiara McKay <b>Consultant</b>	08/05/2024 <b>Date</b>	Charnell Lennox <b>Area Manager</b>	08/05/2024 <b>Date</b>