



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 2, 2023

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

RE: License #: DC410286732
Investigation #: 2022D1083019
Milestones Child Development Center

Dear Ms. Russell:

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:

- R400.8125 Staff; volunteer; requirements.
- R400.8182 Ratio and group size requirements.

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

- I interviewed: the program director, licensee designee, and child care staff members
- I completed on-site inspections on the following dates: 12/16/2022.

As a result of this investigation, I recommend no change to the current license status. I did not find any violations. The special investigation report is attached.

I recommend no change to the current license status.

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 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 #:	DC410286732
Investigation #:	2022D1083019
Complaint Receipt Date:	07/07/2022
Investigation Initiation Date:	07/12/2022
Report Due Date:	09/05/2022
Licensee Name:	Milestones Child Development Center, LLC
Licensee Address:	8270 Broadmoor Avenue, SE Caledonia, MI 49316
Licensee Telephone #:	(616) 942-5002
Administrator:	Kelly Russell, Designee
Licensee Designee:	Kelly Russell, Designee
Name of Facility:	Milestones Child Development Center
Facility Address:	2370 Belmont Center Dr. Belmont, MI 49306
Facility Telephone #:	(616) 361-0191
Original Issuance Date:	06/08/2007
License Status:	1ST PROVISIONAL
Effective Date:	04/11/2022
Expiration Date:	10/10/2022
Capacity:	224
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
The center did not provide appropriate care and supervision for Child A (Female, 2.5 years of age).	No
The center does not maintain appropriate child care staff member to child ratios.	No

III. METHODOLOGY

07/07/2022	Special Investigation Intake 2022D1083019
07/12/2022	Special Investigation Initiated – Telephone Interviewed Assistant Director Teresa Hauck and Child Care Staff Member Jessa Andersen
12/16/2022	Inspection Completed On-site, approximately 9:45AM – 10:45AM Interviewed Danielle Kuczajda, Program Director/ Licensee Designee and Child Care Staff Member Madison Reeves
12/19/2022	Contact - Telephone call made to Child Care Staff Member Kaelie Sishburn
01/05/2023	Contact - Telephone call made to Child Care Staff Member Jessa Andersen
01/05/2023	Exit Conference w/ Danielle Kuczajda via telephone
01/11/2023	Contact - Telephone call made to Child A's Mother, message left

ALLEGATION: The center did not provide appropriate care and supervision for Child A (Female, 2.5 years of age).

INVESTIGATION:

Per the complainant, Child A has received several injuries while attending care at the center. On June 28, 2022, Child A received a cut on her leg while playing on the outdoor swings at the center. On July 6, 2022, Child A was cut on the back of her head after falling at the center and on an unknown date Child A received a bump on her head after running into a wall.

I interviewed Theresa Hauck, Assistant Director regarding the allegations via telephone on 7/12/2022. Ms. Hauck explained that Child A started attending the Early Preschool classroom a few months ago. Child A has sustained typical

scratches and bruises while attending the center. On June 28, 2022, Child A had a scratch on her leg, but the scratch was “superficial.” Ms. Hauck stated that the scratch did not require first aid or medical attention. Child A was not crying when her leg was scratched. Ms. Hauck explained she was not certain of how the scratch occurred. On July 6, 2022, Child A received an injury to her head after falling on a toy. Child Care Staff Members submitted an incident report and Child A’s Parents were contacted. Ms. Hauck reported attempting to follow up with Child A’s Parents after the injury occurred, but she never received a response from either parent. Child A has not returned to care after the injury on July 6, 2022. Ms. Hauck did not know if medical attention was sought by Child A’s Parents.

I also interviewed Jessa Andersen regarding the injury to Child A’s head via telephone on 7/12/2022. Ms. Andersen stated that the children were preparing to go outdoors on July 6, 2022, and Child A was hugging another child in care. Both children slipped and fell. Child A fell backward and cut her head on a Lego block as there were a few toys on the floor. Ms. Andersen stated that she went to care for Child A as Child A was crying and she observed bleeding to the back of Child A’s head. Ms. Andersen told Madison Reeves (lead caregiver) of the injury and Ms. Reeves used a paper towel to apply pressure to Child A’s head. Ms. Reeves also contacted Tiffany Taylor, Assistant Director, for assistance. Ms. Taylor assessed the injury and applied additional pressure to Child A’s head. Ms. Taylor then took Child A to the office to contact her parents.

I conducted an unannounced onsite inspection on 12/16/2022. I interviewed Madison Reeves regarding the allegation. She explained that on June 28, 2022, she was taking her scheduled break and the Early Preschool classroom was outdoors when she returned from break. She joined the classroom on the playground where Jessa Andersen and Kaelie Sishburn were caring for the child care children. Ms. Reeves stated that she saw Child A attempting to get on the swings and Ms. Andersen was watching her at the time. As the children were lining up to come inside Ms. Reeves noticed a single scratch on Child A’s leg. She asked Child A what happened, and Child A stated that it was from the swing set. Ms. Reeves stated that the scratch was red, but not bleeding and Child A’s skin was not broken. She washed the scratch once inside the center, but the injury required no additional care or first aid. She notified Child A’s Mother of the scratch via electronic messaging and an incident report was sent home at the end of the day. On July 6, 2022, the children were preparing to go outdoors, and the children were lining up. Ms. Reeves explained that she was conducting room checks and Ms. Andersen was also present and caring for children. they both were within one foot of the children when a child in care attempted to hug Child A. While hugging, both children lost their balance and began to fall. Child A started falling backward and she attempted to catch Child A, but she couldn’t reach Child A before she completed the fall. The other child that was hugging Child A fell on top of her and Child A landed on her back. When Child A fell, she cut her head on a Lego block that was on the floor. Ms. Reeves stated she cleaned the cut on Child A’s head and Tiffany Taylor came in to assist her. Ms. Reeves got an ice pack for Child A’s head and Ms. Taylor contacted Child A’s

Parents. Child A's Father picked her up shortly after the injury occurred. Ms. Reeves stated that the cut to Child A's head was approximately one inch in length, and the cut stopped bleeding quickly. Child A has not returned to care since this injury occurred. She had no knowledge of an injury involving Child A running into a wall and receiving a bump on her head. Ms. Reeves explained that Child A would injure herself at times by scratching her legs and arms or biting herself when she became upset. Ms. Reeves stated that the center providing a sensory pillow to scratch and teething objects to use when she became upset to help Child A decrease injury to herself.

I interviewed Kaelie Sishburn regarding the allegation via telephone. She stated that she was not present at the center when Child A cut her leg. However, she was present at the center the day following the injury. She described the injury as a scratch on Child A's leg. Ms. Sishburn stated that Child A was fine and did not complain about the scratch. In regard to the injury on July 6, 2022, Ms. Sishburn explained that she had just left the center for the day when the injury occurred and had no firsthand knowledge of what happened. Ms. Sishburn did not recall any time that Child A ran into a wall at the center, and she never observed a bump on Child A's head.

I interviewed Jessa Andersen again via telephone on 1/5/2023. She explained that she began employment at the center on June 27, 2022 and was not present when the injury occurred to Child A's leg. However, she did observe the injury when she assisted Child A in changing her band aid. Child A told Ms. Andersen that the injury occurred at home. On July 6, 2022, the Early Preschool class was cleaning up to go outside. There were approximately 4 Legos on the floor and Child A was hugging another child in care. Both children fell and Child A fell backward hitting her head on a Lego. Ms. Andersen stated that she ran over to Child A and gave her a hug. She noticed that Child A's head was bleeding and Ms. Reeves administered first aid. Ms. Andersen stated that she notified Tiffany Taylor and Ms. Taylor contacted Child A's Parents. Ms. Andersen had no knowledge of Child A running into a wall and receiving a bump on her head.

APPLICABLE RULE	
R 400.8125	Staff; volunteer; requirements.
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.
ANALYSIS:	Appropriate care and supervision were provided for Child A. All parties interviewed stated that Child A was accidentally injured at the center and appropriate measures were taken to care for Child A when the injuries occurred.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: The center does not maintain appropriate child care staff member to child ratios.

INVESTIGATION:

I interviewed Theresa Hauck regarding the allegation via telephone on 7/12/2022. She reported that the center is fully staffed and there are no staffing shortages at the center. She explained that the center typically has additional staff members to assist in classrooms during transitional times such as lunch and she denied that the center operates over the required staff to child ratio.

On 12/16/2022, I interviewed Madison Reeves regarding the allegation. She stated that the Early Preschool classroom has always operated with appropriate staff to child ratios. In addition to herself, Ms. Andersen and Ms. Sishburn regularly provide coverage for the classroom.

I interviewed Kaelie Sishburn regarding the allegation via telephone on 12/19/2022. She reported that the Early Preschool classroom has never operated over ratio. If assistance is needed, child care staff members will call the center's office prior to an overage of children occurring.

I interviewed Jessa Andersen regarding the allegation via telephone on 1/5/2023. She denied that the Early Preschool classroom operates over the staff to child ratio. She explained that there are three staff members assigned to the classroom and two of the staff members are always present.

I reviewed attendance records for the Early Preschool classroom for June and July of 2022 however; the records only indicate the number of children present. Children attend the Early Preschool classroom from 2 ½ - 3 years of age. On June 28 and July 6, 2022, the number of children present in this classroom complied with the administrative rules for group size. Ratio requirements would also be in compliance if at least two child care staff members were present. Based on the interviews conducted during this investigation, there were at least 2 child care staff members present on both June 28, 2022, and July 6, 2022.

I observed the Early Preschool classroom on 12/16/2022. The room was in compliance with ratio and group size as there were 10 children present with two child care staff members.

APPLICABLE RULE	
R 400.8182	Ratio and group size requirements.
	(3) In each room or well-defined space, the maximum group size and ratio of child care staff members to children, including

	children related to a staff member or the licensee, must be as shown in Table 4: b) For preschoolers 30 months of age until 3 years of age, there shall be 1 child care staff member for 8 children and a maximum group size of 16.
ANALYSIS:	All parties interviewed denied that the Early Preschool classroom operates over ratio. I observed the Early Preschool classroom on 12/16/2022 and the classroom was in compliance with both ratio and group size.
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend no change to the status of this child care license.



1/13/2023

Stacia L. Thrower
Licensing Consultant

Date

Approved By:



02/02/2023

Katrice Sweet
Area Manager

Date