



GRETCHEN WHITMER
GOVERNOR

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

Michelle Richard
ACTING DIRECTOR

REDACTED REPORT

06/03/2024

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

License Number: DC410408025
Special Investigation Number: SI-00119425

Dear Milestones Child Development Center, LLC,

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:

Rule/Law Number	Rule Description
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.

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

- I interviewed: program director, staff, parents.
- I completed on-site inspections on the following dates:

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.

Upon receipt of an acceptable corrective action plan, I recommend the issuance of a 2nd 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 6/23/2024. You can use our corrective action plan form or create your own. 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 Dawnita Diaz at (616) 402-9376 or diazd@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 checked="" type="checkbox"/>	<input type="checkbox"/>

You will be sent two copies of this report. One is ***not for public disclosure*** and one is a ***redacted report***.

- The report marked ***not for public disclosure*** is for your records only. This copy may contain legally protected information. It must not be placed in your licensing notebook.
- The report marked ***redacted report*** may have some legally protected information blacked out. If you do not have internet available for online review, ***redacted report*** and any related corrective action plans must be filed in your licensing notebook. The ***redacted 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, Dawnita Diaz at (616) 402-9376 or diazd@michigan.gov. In the event that Dawnita Diaz is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,

A handwritten signature in black ink that reads "Dawnita Diaz". The signature is written in a cursive, flowing style.

Dawnita Diaz, Licensing Consultant

Enclosure

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

Report Type: Special Investigation Report

Date of Report: 5/2/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00119425	//
Investigation Initiation Date	Report Due Date
2/27/2024	4/27/2024
License Number	Licensee Name(s)
DC410408025	Milestones Child Development Center, LLC
Facility Name	Licensee Designee(s)
Milestones Early Learning - Wilson	Kelly Marie Russell Kelly Sue Mertes Jennifer Marie Abid Jessica M. Cunningham Karen Denise Hayes Nicole M Pratt
Program Type	Central Administrator(s)
Center	
Capacity	Program Director(s) Name
180	Qualifications: R 400.8113(7)(f) (9). Date PD Approved: 2022-11-16
Facility Address	Mailing Address
4075 64th Street, Wyoming, MI, 49418	8270 Broadmoor Avenue, SE, Caledonia, MI, 49316
Facility Phone Number	Facility Email Address
6162027896	khayes@milestonescdc.com
Original License Issuance Date	License Status:
8/25/2021	Regular
License Effective Date:	License Expiration Date:
2/25/2022	2/24/2024

ALLEGATION(S)**Violation Established?**

Child A, female age 2, has been bitten 27 times while in care at the center.	Yes	
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METHODOLOGY

Date	Activity
2/27/2024	Special Investigation Case Created SI-00119425
2/27/2024	Contact – Document Received Emails received from Child A's Mother- photos of biting injuries, scratching injuries, and incident reports.
2/27/2024	Contact – Phone Call Made Spoke with Stacie Fifelski, assigned consultant for facility, re: reported allegations.
2/27/2024	Special Investigation Initiated via Phone Call Spoke with Child A's Mother re: reported allegations.
2/29/2024	Inspection Completed On-Site 12:05pm-1:29pm unannounced on-site inspection- met with Program Director and staff.
2/29/2024	Contact – Phone Call Made Spoke with Child B's Mother re: allegations and injuries
3/1/2024	Contact – Phone Call Made Left message for PD, re: sending requested information
3/1/2024	Contact – Phone Call Made Spoke with Kristal McNally, DHHS, re: allegations
3/4/2024	Contact – Document Received Requested information received from PD
3/11/2024	Contact – Phone Call Made Spoke with Child C's Mother re: allegations
3/22/2024	Contact – Phone Call Made Phone call with Kristal McNally-DHHS- interviewed witness 1
3/22/2024	Contact – Phone Call Made Phone with Kristal McNally-DHHS- interviewed Child D's Mother re: allegations
3/22/2024	Contact – Phone Call Made Phone made with Kristal McNally-DHHS- interviewed Child E's Mother re: allegations
3/29/2024	Contact – Phone Call Made Spoke with Kristal McNally-DHHS re: case

3/29/2024	Contact – Face to Face Case conference with DHHS- Kristal McNally, Mara Iverson, and MiLEAP area manager Katrice Sweet re: investigation
3/29/2024	Contact – Phone Call Made Phone call with Kristal McNally-DHHS- interviewed Witness 2 re: allegations
4/9/2024	Exit Conference Spoke with PD with Kristal McNally DHHS
4/15/2024	Contact – Text Message Sent Kristal McNally-DHHS re: confirming case findings
4/18/2024	Contact – Face to Face case conference with Katrice Sweet- area manager
4/22/2024	Contact – Phone Call Made Left message for PD re: investigation follow-up

ALLEGATION: Child A, female age 2, has been bitten 27 times while in care at the center.

INVESTIGATION:

On 02/27/2024 I spoke with Child A’s Mother by telephone. She explained Child A, female age 2, has sustained 28 bites and 4 scratches from 06/2023 to 02/14/2024 while in care at the child care facility. These bites and scratches have been from one child. She said the bites have been unprovoked and they have left bruises and teeth marks, describing them as “chomps and gouges.” The center administration has responded inconsistently to the problem by assigning a staff member to shadow Child A or the identified biter who is Child C, female age 2. She felt the responses have not been long lasting and is concerned as the biting continues. I asked if there were any photos and received numerous photos of significant injuries to Child A’s arms, back, and face from bites and scratches she had sustained while in care.

On 02/29/2024 I spoke with Child B’s Mother by telephone. She said Child B, female age 2, has been “bit constantly” by Child C while in care and has been bit by Child D, male age 2. She has met with Program Director (PD) about her concerns and the injuries, receiving minimal response. PD has stated the behavior is normal for the age group. Child B’s Mother felt, “there was no motivation to fix the problem.” She asked for Child B to be separated from Child D and for a short time they were separated into different rooms, however, now they are in the same classroom. She sent me an email containing photos, medical documentation, and incident reports of all the injuries Child B has sustained while in care. The documentation shows 11 bites from 07/07/2023 to 2/22/2024. Child B has sustained bites that have broken the skin, bites to her shins, face, arms, and back of her arms.

On 02/29/2024 I conducted an unannounced on-site inspection to the facility. I met with PD regarding the reported allegations. PD said Child C has been biting on a regular

basis and it is directed to generally one specific child. She has addressed the situation by adding more toys, having an additional staff member in the classroom, and she has met with the parents of Child D. She said the center does not have a biting policy. I inquired whether there has been any training, shadowing of staff or other responses she has provided due to the significant biting issues in the classroom. CCSM1 said she has not provided any training, shadowing, or stepped in to work in a classroom to address the biting since it started in June 2023. She said she is not always informed when a bite occurs. She was not aware Child B had received medical treatment due to being bitten while in care. I requested the classroom transition dates for Child A, Child B, Child C, and Child D. Child D was transitioned to the next older classroom on 10/09/2023, Child B was moved into that classroom 12/04/2023. Child A and Child C were moved to the same classroom 01/15/2024. I requested the incident reports and they are as follows:

- Child A: sustained 34 bites/scratches on 28 incident reports.
- Child B: sustained 13 bites.
- Child C: performed 58 bites/scratches on 39 incidents.
- Child D: performed 18 bites/scratches

I then interviewed LC outside the presence of others. LC stated she is the lead caregiver in the young toddler classroom. In June 2023 Child A, Child B, Child C, and Child D were all assigned to her classroom. She acknowledged a biting problem in the classroom stating, “there were 19 bites in one week”, with Child C as the primary biter. She “took drastic measures” by providing Child C with teething, a pacifier, and worked to increase Child C’s language ability. She said Child C would bite if someone got in her space. She felt she regularly communicated with Child C’s Parents and that they were responsive to the issue. She was present when Child C scratched Child A’s face. She said staffing is an issue and there was not an ability to have another person in the classroom to assist with increased supervision for the class. She did not receive any training on biting or other strategies to address the issue. PD did not shadow in the classroom or work in the classroom to provide direction or support. She said the behaviors with Child C progressed to the center calling her parents to send her home.

I then interviewed CCSM3 outside the presence of others. She said she is an assistant in the older toddler classroom where Child A, Child B, Child C, and Child D are currently placed. She was aware of the reported concerns stating Child C continues to bite in the classroom. She has not received any training or expectations as to how to respond to the issue of biting. She said there is no process, procedure, or plan of supervision for Child C while in care.

I then interviewed CCSM4 outside the presence of others. She is currently working in the older toddler classroom where Child A, Child B, Child C, and Child D are placed. She has seen Child C bite Child B as recently as last week. She felt the biting was “unpredictable.” She said there is no plan, process, or procedure in place to address Child C’s biting. She has not received any training about biting or strategies to address it.

On 03/01/2024 I spoke with Kristal McNally from the Michigan Department of Health and Human Services about the reported allegations. She had been assigned an investigation about the same allegations. I provided her the information and documentation I had received about the injuries and individuals involved.

On 03/11/2024 I spoke with Child E's Mother by telephone. She has not had any issues with Child E being bitten while in care.

On 03/22/2024 Kristal McNally and I spoke with Child F's Mother by telephone. She did not have any concerns or issues with Child F being bitten while in care in the older toddler classroom.

Kristal McNally and I spoke with Child C's Mother by telephone. She agreed that Child C has had a difficult time with biting while in the young toddler and now in the older toddler classroom. She relayed to us the extensive steps outside of child care she and her husband have taken to reduce Child C's biting. She said Child C does not bite at home and she does not see the same behaviors from her. She expressed frustration with not being aware of the extent and frequency that Child C had been biting. She felt there was no consistent plan in place for Child C to learn or for herself. Currently, Child C will be asked to leave the center if she has two bites in a day. Child C has been assigned a 1:1 however it was not clear on how consistent this was or the frequency it was taking place.

Kristal McNally and I spoke with Witness 1 about the reported allegations. She was a previous employee and had worked in the classroom with Child A, Child B, Child C, and Child D. She said she was aware of the concern with Child B being bitten by Child D. They were told to "stick by them" meaning be close to the child who bites; however, staffing did not allow for this to consistently take place. She said parents raised a lot of concern about the biting and lack of response from "management." She did not receive any specific training on biting or strategies to address it from the past or current program director.

On 03/29/2024 I spoke with Kristal McNally by telephone. She had been informed that Child C had bitten again this week. The concern expressed to her was that PD said Child C may have to be dismissed from the program due to the ongoing biting; however, there is no plan in place with the staff or told to the parents as to the expectations when the behavior occurs.

Kristal McNally and I spoke with Witness 2 by telephone. She was a previous staff member who worked with Child A, Child B, Child C, and Child D for a few days prior to her leaving her employment with the center. She was not informed or aware of any biting issues. She was present for Child C scratching Child A. She also knew Child B's parents' concerns with Child D. She felt Child D was labeled "as the bad one" instead of working with him to reduce his responses. She felt the program director minimized the issues and there was "no collaboration or encouragement to improve the situation."

On 04/09/2024 Kristal McNally and I conducted an exit conference with PD. Ms. McNally is closing her investigation.

On 04/23/2024 I spoke with PD regarding the recommendation for a 2nd provisional license from this investigation. I also explained the findings from the Michigan Department of Health and Human Services investigation will not impact her or LC's ability to work with children.


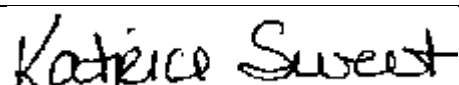


The Child Care Organizations Act allows the Child Care Licensing Bureau the ability to utilize available information, including, but not limited to, any of the following: (a) Investigative report, such as a law enforcement report and a children's protective services report. (b) Medical report. (c) Public record. (d) Child care center, group child care home, or family child care home record. (e) Inspection of the child care center, group child care home, or family child care home, as well as criminal history information to determine whether an individual is conducive to the welfare of children. Based on my interview and review of allowable information, the Child Care Licensing Bureau finds that the disposition, temperament, condition, and actions of PD and LC promote the safety and well-being of children in a licensed child care setting. The Child Care Licensing Bureau finds that PD and LC are conducive to the welfare of children

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 was not provided to Child A, Child B, Child C, or Child D by PD or LC following an ongoing pattern of biting and injuries taking place with no consistent plan in place to ensure the safety of children in care or to train, supervise and support staff in addressing the behaviors. There was not consistent communication with parents or a plan in place with them to ensure each child's safety while in care.
CONCLUSION:	<p>Repeat Violation Established Reference: : 8/1/2023 :Violation Established; Child Care Case Complaint: 2/23/2024 :Violation Established; Child Care Case Complaint: 8/28/2023 :Violation Established; Child Care Case Complaint: 2/29/2024 :Violation Established;</p>

BUREAU RECOMMENDATION

Bureau Recommendation
Upon receipt of an acceptable corrective action plan, I recommend the issuance of a 2nd provisional license.

Approved By:			
			
Dawnita Diaz Consultant	Katrice Sweet Area Manager	04/29/2024 Date	04/29/2024 Date
			
Erika Bigelow Division Director	Courtney Adams Division Director	05/03/2024 Date	5/6/2024 Date