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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 12, 2023

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

RE: License #: DC410408025
Investigation #: 2023D0715015
Milestones Early Learning - Wilson

Dear Ms. Hayes:

I conducted a special investigation because the child care licensing division received information regarding your facility that related to licensing rules or law. The information was related to the following:

R 400.8140(2)(e) Discipline.
R 400.8125(1) Staff; volunteer; requirements
R 400.8167(3) Indoor space.

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

- I interviewed: program director/licensee designee, child care staff members, and parents.
- I completed on-site inspections on the following dates: 12/08/2022 and 05/15/2023.

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

R 400.8167(3) Indoor space.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 06/30/2023. You can use our [corrective action plan form](#) or create your own.

If you need help writing the corrective action plan, please contact me. 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 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,



Pamela Walker, Licensing Consultant
Child Care Licensing Bureau
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(616) 250-8864

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
CHILD CARE LICENSING BUREAU
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	DC410408025
Investigation #:	2023D0715015
Complaint Receipt Date:	11/16/2022
Investigation Initiation Date:	12/08/2022
Report Due Date:	01/15/2023
Licensee Name:	Milestones Child Development Center, LLC
Licensee Address:	8270 Broadmoor Avenue, SE Caledonia, MI 49316
Licensee Telephone #:	(616) 942-5002
Administrator:	Karen Hayes, Designee
Licensee Designee:	Karen Hayes, Designee
Name of Facility:	Milestones Early Learning - Wilson
Facility Address:	4075 64th Street Wyoming, MI 49418
Facility Telephone #:	(616) 202-7896
Original Issuance Date:	08/25/2021
License Status:	REGULAR
Effective Date:	02/25/2022
Expiration Date:	02/24/2024
Capacity:	180
Program Type:	CHILD CARE CENTER

II. ALLEGATION(S)

	Violation Established?
Preschool staff throw the children's food away if they play with their food. Preschool staff threaten to take the children's chairs away if they stand up at mealtimes.	No
Early Preschool staff send a child with disabilities to the office when they cannot handle the child.	No
Additional Findings	Yes

III. METHODOLOGY

11/16/2022	Special Investigation Intake 2023D0715015
12/08/2022	Special Investigation Initiated - On Site from 11:25am until 12:59pm; interviewed program director/licensee designee Lauren Clark and child care staff member 1 (CCSM 1), Child Care Staff Member 2 (CCSM 2), Child Care Staff Member 3 (CCSM 3), and Child Care Staff Member 4 (CCSM 4)
12/08/2022	Contact - Document Received; from licensee designee/program director Lauren Clark; handbook, verification of new hire orientation verifications, and child information cards
02/15/2023	Inspection Completed On-site from 9:37am until 1:09pm; observed in the preschool classroom.
05/22/2023	Contact - Telephone calls made; Interviewed Child A's Mother, Child B's Mother, and Child C's Mother
06/05/2023	Exit Conference with licensee designee Karen Hayes

ALLEGATION: Preschool staff throw the children's food away if they play with their food. Preschool staff threaten to take the children's chairs away if they stand up at meal times.

INVESTIGATION: On 12/08/2022, I completed an on-site inspection. I interviewed program director/licensee designee Lauren Clark, Child Care Staff Member 1 (CCSM 1), Child Care Staff Member 2 (CCSM 2), Child Care Staff Member 3 (CCSM 3), and Child Care Staff Member 4 (CCSM 4). Ms. Clark stated that she has heard these allegations before, but she talked with staff and found no evidence that these things were occurring. She stated that staff will save a child's plate in the

refrigerator if they are not hungry or if they fall asleep and offer them their plate once they wake up. She watched the live-stream only cameras from approximately five days, but she did not see anything of concern.

CCSM 1 and CCSM 2 stated that they have no knowledge of either allegation because they do not work in the preschool classroom.

CCSM 3 stated that she works in the preschool classroom. She has never taken a child's chair away from them during meals or otherwise, nor has she witnessed anyone take a child's chair away. However, if a child is tipping in a chair or kicking at the chairs, she will have the child stand for one to two minutes, or until the child is calm, before giving them their chair back. She has never taken or withheld food from the children, nor has she witnessed anyone take or withhold food from the children. However, some children with extreme behaviors have thrown their food, so she has taken their plates until they calmed down. She stated that no child has ever missed a meal.

CCSM 4 stated that she is the lead caregiver in the preschool classroom. She has thrown the children's food away when they are almost done and start throwing their food, they try feeding another child their food, they display a lack of manners, or they are restless and ready to move on. These things typically occur at the end of lunch. She stated that no child has ever missed a meal.

On 02/15/2023, I completed an on-site observation in the preschool classroom. I observed for approximately three hours, including lunch time. I did not observe any food being taken away prematurely from children, nor did I observe children being made to stand at lunch time or otherwise.

On 05/22/2023, I interviewed Child B's Mother by telephone. She stated that she has no knowledge of the preschool staff throwing the children's food away or threatening to make the children stand for meal times. In fact, Child B (4-year-old, female) often received additional servings at meal times. Child B enjoyed her time in the preschool classroom. Child B's Mother stated that she has no concerns regarding the allegations or otherwise.

On 05/22/2023, I interviewed Child A's Mother by telephone. She stated that she had no knowledge of the preschool staff throwing the children's food away or threatening to make the children stand for meal times.

On 05/22/2023, I interviewed Child C's Mother by telephone. She stated that she had no knowledge of the preschool staff throwing the children's food away or threatening to make the children stand for meal times. Child C (3-year-old, female) has not come home hungry from the center, nor has she reported anything concerning. Child C's Mother stated that she has no issues with the care and supervision Child C has received at the center. She believes that the staff provide good care to Child C.

APPLICABLE RULE	
R 400.8140	Discipline.
	(2) All of the following means of punishment are prohibited: (e) Depriving a child of meals, snacks, rest, or necessary toilet use.
ANALYSIS:	Based on staff interviews, parent interviews, and an on-site observation, CCSM 3 and CCSM 4 do not deprive the preschool children of meals or snacks.
CONCLUSION:	VIOLATION NOT ESTABLISHED

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:	Based on staff interviews, parent interviews, and an on-site observation, CCSM 3 and CCSM 4 provide appropriate care and supervision when children are behaving in an unsafe manner in their chairs at meal times. CCSM 3 and CCSM 4 remove the children from their chairs until they have calmed down to prevent them from hurting themselves or others.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Early Preschool staff send a child with disabilities to the office when they cannot handle the child.

INVESTIGATION: On 12/08/2022, I completed an on-site inspection. I interviewed program director/licensee designee Lauren Clark, Child Care Staff Member 1 (CCSM 1), Child Care Staff Member 2 (CCSM 2), Child Care Staff Member 3 (CCSM 3), and Child Care Staff Member 4 (CCSM 4). Ms. Clark stated that Child A sometimes gets overstimulated and needs a break from the classroom. Child A has come to the office maybe two times for approximately 10 minutes since she began attending the center in April 2022. She stated that the office is a space for any child at the center to come for a break if needed. Child A's Mother has been notified each time Child A has taken a break in the office. Child A's Mother has not reported to the center that Child A has any type of diagnosis. I advised Ms. Clark that if she is going

to use the office as child use space that she will need to request a modification to add it as approved space.

CCSM 1 stated that she works in the early preschool classroom. She has asked for support when children are out of control and at risk of hurting themselves or someone else, especially when she is alone in the classroom. She stated that her assistant, CCSM 2, does not come in until 10:30am. Approximately three weeks ago, she asked Ms. Clark to take Child A to the office for a break because Child A was climbing on tables, and she was the only staff member in the classroom. However, she does not make it a habit of sending children to the office for a break.

CCSM 2 stated that she will only ask for assistance with children who are exhibiting challenging behavior when she is the only staff member in the classroom. Child A has gone to the office for a break maybe two times for approximately 15 minutes at a time, just enough time to calm her down.

CCSM 3 stated that the early preschool staff have expressed frustration over children with challenging behaviors. She does not know how often the preschool staff send children to the office for a break.

CCSM 4 stated that she has no knowledge of early preschool staff sending children to the office for a break.

On 05/22/2023, I interviewed Child B's Mother and Child C's Mother by telephone. They stated that they have no knowledge of the early preschool staff sending children to the office for a break.

On 05/22/2023, I interviewed Child A's Mother by telephone. She stated that she was not aware of Child A being sent to the office for brief breaks when she became overwhelmed, but she also understands why that decision was made. She stated that she believes the brief breaks in the office were likely beneficial for Child A.

On 05/22/2023, I reviewed the center's file to determine if the office was approved as child use space. Based on the records in the center's file, the office is not approved child use space.

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:	Based on staff interviews and an interview with Child A's Mother, staff provided appropriate care and supervision of Child A when they requested that Child A take a break in the office when she became overstimulated in the classroom.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ADDITIONAL FINDINGS:

APPLICABLE RULE	
R 400.8167	Indoor space.
	(3) A center shall provide a floor plan of all child use areas to the department at initial licensure and before making structural changes or adding any child use space. Only space that has received prior approval for child use by the department may be used for child care.
ANALYSIS:	Based on staff interviews, the office has been used as child use space on at least two occasions. The office has not been approved by the department for child use space.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change to the status of the license.

Pamela Walker

06/05/2023

Pamela Walker
Licensing Consultant

Date

Approved By:

Katrice Sweet

06/12/2023

Katrice Sweet
Area Manager

Date