



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

ORLENE HAWKS
DIRECTOR

June 20, 2023

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

RE: License #: DC410408025
Investigation #: 2023D0715028
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 400.8125(1) Staff; volunteer; requirements
R 400.8140(1) Discipline.
R 400.8140(2)(e) Discipline.

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

- I interviewed: the person who made the complaint, the program director/licensee designee, child care staff members, and parents.
- I completed on-site inspections on the following dates: 02/13/2023 and 02/15/2023.

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

R 400.8140(1) Discipline.
R 400.8140(2)(e) Discipline.

I recommend no change to the current license status.

Due to the violations, you must send us a corrective action plan by 07/11/2023. 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 #:	2023D0715028
Complaint Receipt Date:	02/07/2023
Investigation Initiation Date:	02/13/2023
Report Due Date:	04/08/2023
Licensee Name:	Milestones Child Development Center, LLC
Licensee Address:	8270 Broadmoor Avenue, SE Caledonia, MI 49316
Licensee Telephone #:	(616) 202-7896
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 do not provide appropriate care and supervision of children. Preschool staff do not use positive methods of discipline.	Yes

III. METHODOLOGY

02/07/2023	Special Investigation Intake 2023D0715028
02/13/2023	Special Investigation Initiated - On Site from 1:50pm until 1:38pm; interviewed program director Lauren Clark and Child Care Staff Member 5 (CCSM 5)
02/15/2023	Inspection Completed On-site from 9:37am until 1:09pm; observed in preschool classroom.
02/15/2023	Contact - Document Sent; email sent to program director Lauren Clark
05/22/2023	Contact - Telephone calls made; attempted interviews with Child Care Staff Member 3 (CCSM 3) and Child Care Staff Member 4 (CCSM 4), left a voicemail requesting a return call
05/22/2023	Contact - Telephone calls made; interviewed Child B's Mother and Child C's Mother
06/05/2023	Contact - Document sent; text message to Child A's Father, Child D's Mother, Child E's Mother, and Child F's Mother requesting a return call at their earliest convenience
06/05/2023	Contact - Telephone call received; interviewed Child A's Father
06/06/2023	Contact - Telephone call made; interviewed Child D's Father
06/06/2023	Contact - Telephone call received from Child D's Father
06/06/2023	Contact - Telephone call made; attempted interview with Child F's Mother, voicemail box full
06/06/2023	Contact - Document received; text message received from Child F's Mother requesting me to verify my identity

06/06/2023	Contact - Document sent; photo of my work badge to Child F's Mother
06/06/2023	Contact - Document received; text from Child F's Mother
06/14/2023	Exit Conference with licensee designee Karen Hayes

ALLEGATION: Preschool staff do not provide appropriate care and supervision of children. Preschool staff do not use positive methods of discipline.

INVESTIGATION: On 02/07/2023, I received a written complaint alleging that preschool staff Child Care Staff Member 3 (CCSM 3) and Child Care Staff Member 4 (CCSM 4) have pulled chairs away from the children, made inappropriate comments about male genitalia in front of the children, made children sit in soiled underpants as punishment, discouraged or made fun of children when they answered something incorrectly, made children sit with their heads down for extended periods of time, put a child in the bathroom for an hour due to behavior issues, and refused food to children for behavior issues. The complaint indicates that these concerns were shared with Ms. Clark, assistant program director Child Care Staff Member 5 (CCSM 5), and behavior analyst Child Care Staff Member 6 (CCSM 6).

On 02/13/2023, I completed an on-site inspection. I interviewed program director Lauren Clark, assistant program director CCSM 5, and CCSM 6. I also observed in the preschool classroom for approximately three hours. Ms. Clark and CCSM 5 denied having knowledge of CCSM 3 or CCSM 4 pulling chairs away from the children, making inappropriate comments about male genitalia in front of the children or otherwise, making children sit in soiled underpants as punishment, discouraging or making fun of children, making children sit with their heads down for any period of time, putting a child in the bathroom for any length of time for discipline, or refusing to give children food for any reason. They stated that they have not received any additional concerns from anyone since my last visit at the center on 12/08/2023. Ms. Clark stated that she has observed in the classroom more frequently and has watched the live feed only cameras more often since my last visit. She has not observed anything concerning in her in-person or camera observations.

CCSM 6 stated that she is an executive director from the Milestones central office. She has observed in the preschool classroom for approximately 45 minutes to 1 hour on 08/16/2022, 09/15/2022, 10/13/2022, 12/13/2022, and 01/25/2023. Through her observations she has provided CCSM 3 and CCSM 4 with problem-solving strategies for the children and has modeled language for them as well. She described CCSM 3 and CCSM 4 as being very structured, but a bit inflexible. She stated that they tend to get overwhelmed by challenging behaviors, but they are willing to learn new skills.

I observed CCSM 3 and CCSM 4 from 9:53am until 12:53pm. I observed large group, story time, gross motor play (music and movement), a second large group, a third large group, a fourth large group, a fifth large group, small group stations, clean up, handwashing, lunch, toileting, handwashing, and rest time. CCSM 3 and CCSM 4 were good about providing the “why” in their requests of children. For example, “If you sit on your bottom, there will be room for everyone to sit.” They were very patient as children took turns describing their socks during large group. They were attentive to children who were sad or upset, offering encouragement and hugs. They counted and completed their name-to-face attendance for the children before and after each transition from one room to another. The transition between small group stations were not very smooth. The children transitioned to five large groups within a span of one hour; therefore, the children sat for a significant amount of time in that hour. The transitions between small group stations occurred approximately every 10 minutes. This did not seem to be adequate time for children to fully engage in the materials at each station. The last small group station transition lasted less than five minutes due to it almost being time for lunch. During lunch time, a child spilled milk on their plate of food. CCSM 4 made a new plate for the child. CCSM 3 repeatedly asked children to take “no thank you bites”, especially if they asked for additional servings. CCSM 3 repeatedly told a child to turn around in her chair and put her feet on the floor, but the child was not tall enough for their feet to even reach the floor. The children had to raise their hands to be excused from the lunch table. Multiple children sat longer because CCSM 3 and CCSM 4 did not see them raise their hands to be excused. I did not observe CCSM 3 or CCSM 4 pull chairs away from the children, make inappropriate comments about male genitalia or otherwise, make children sit in soiled underpants as punishment, discourage or make fun of children, make children sit with their heads down, put children in the bathroom for discipline, or refuse to give children food for any reason.

On 05/22/2023, I interviewed Child B’s Mother and Child C’s Mother by telephone. They confirmed that their children either still do or used to be enrolled in the preschool classroom. They stated that they have no knowledge of the allegations and no concerns with CCSM 3 or CCSM 4.

On 05/23/2023, I interviewed the Complainant by telephone. The Complainant stated that they witnessed CCSM 3 and CCSM 4 pull chairs out from underneath Child D (4-year-old, male) and Child E (4-year-old, female) during meal times because they were not sitting properly in their chairs. The Complainant reported that Child D and Child E both fell on the floor and cried a lot when their chairs were pulled out from underneath them. On one occasion, Child E had to stand at the table until she raised her hand to be excused.

The Complainant overheard CCSM 3 and CCSM 4 state during diaper changes or toileting that certain children are going to grow up to be “a ladies’ man” based on the size of the child’s penis.

The Complainant stated that CCSM 3 routinely took children in to use the toilet during outdoor play, but CCSM 4 refused Child A (4-year-old, male), Child D, Child E, Child F (4-year-old, male), and Child G (3-year-old, male) the use of the toilet during outdoor play, causing them to urinate on themselves. The Complainant stated that CCSM 4 made the children wear their urine-soaked clothing until outdoor play was over.

The Complainant stated that CCSM 3 and CCSM 4 would ridicule children who could not spell their name during morning large group by forcing them to stand up in front of the other children until they pointed to the letters in their names. Although they would help the children point to the letters of their names, it was done in a humiliating manner. In the Complainant's opinion, CCSM 3 and CCSM 4 pick on children who have diagnosed special needs.

The Complainant stated that they witnessed CCSM 4 make Child A, Child D, Child E, and Child F put their heads down at a table from 15 minutes up to 45 minutes for discipline.

The Complainant stated that CCSM 4 put Child F in the bathroom for discipline for approximately 1 hour. The Complainant witnessed CCSM 4 sit in the doorway of the bathroom to prevent Child F from exiting. The Complainant witnessed Child F "tear apart" the bathroom, break the trash can, and cut his arm. Child E had a soiled diaper during this time, but CCSM 4 told the Complainant that they would have to wait to change Child E. The Complainant stated that they changed Child E's diaper approximately 25 minutes later.

The Complainant stated that they witnessed CCSM 3 and CCSM 4 refuse Child A, Child D, and Child E food on more than one occasion due to their behavior. Child D was often refused breakfast and lunch because he refused to clean up. Child A was even refused food he brought from home. Additionally, the Complainant witnessed CCSM 4 threaten to flush Child A's rest time stuffed animal down the toilet when Child A did not behave. On one occasion, the Complainant witnessed CCSM 4 take Child A's stuffed animal in the bathroom, pretend to flush it, hide the stuffed animal for days, causing Child A great distress. The Complainant reported that Child A's Father was very upset when Child A told him that CCSM 4 flushed his stuffed animal down the toilet. The Complainant stated that CCSM 4 sent her coworkers a group text instructing them to lie about the incident. The Complainant agreed to send me the group text. I have yet to receive any text messages as the date of this report.

On 05/24/2023, I requested all injury reports for Child F from licensee designee Lauren Clark with no explanation provided.

On 05/24/2023, I received five injury reports for Child F from licensee designee Lauren Clark. One report was for a bruised finger during block play, two reports were for bumping heads, one report was for getting bitten on the wrist, and one report was

for an accidental scratch to the face. I did not receive any injury report for a cut on Child F's arm.

On 06/05/2023, I interviewed Child A's Father by telephone. He stated that he has no knowledge of CCSM 3 or CCSM 4 pulling chairs away from children during meal times, making fun of or ridiculing the children, making inappropriate comments about male genitals, children being denied the use of the toilet, children being made to put their head down at a table, or children being put in the bathroom for discipline purposes, but he would not be surprised if these things were true. He stated that CCSM 3 and CCSM 4 seemed to be heavily biased against male students. He and Child A's Mother have reported their concerns to licensee designee Lauren Clark to no avail, initially. Child A's Father reported that Child A has recently been moved to another classroom where he is receiving the care and supervision he deserves. He stated that the classroom that CCSM 3 and CCSM 4 oversee is too structured for young preschoolers to benefit from. Child A's Father stated that Child A told him that CCSM 4 would not let him have his food from home on more than one occasion. CCSM 4 told him that Child A had to wait for snack before he could eat his food from home, but Child A has often returned home with his food untouched on more than one occasion. Child A also told him that he did not make it to the toilet in time during recess on a few occasions, but he is not sure if it was because the toilet was withheld or if it truly was an accident. Child A's Father explained that Child A has autism, so he does not always report things as they occurred, but rather from his perspective. He would not be surprised if CCSM 3 or CCSM 4 denied children the use of the toilet during outdoor play. Additionally, Child A's Father stated that CCSM 4 hid Child A's stuffed animals on multiple occasions and told Child A that she flushed it down the toilet when Child A was not doing what she wanted. Child A would come home upset and tell him that CCSM 4 flushed his stuffed animal down the toilet, but the stuffed animal would resurface days later.

On 06/05/2023, I sent Child F's Mother a text message requesting a telephone call regarding the investigation.

On 06/06/2023, I followed up with Child F's Mother with a telephone call; however, her voicemail box was full. Child F's Mother sent me a text message a short time later requesting that I verify my identity. I sent her a photo of my work badge via text message. She responded that she would be in meetings until 3pm. As of the date of this report, Child F's Mother has not returned my telephone call.

On 06/06/2023, I interviewed Child D's Father by telephone. He stated that CCSM 3 and CCSM 4 have every minute of the day planned out, which, in his opinion, is too structured for young preschoolers to benefit from. CCSM 3 and CCSM 4 consistently complained about Child D's behavior. For instance, it was difficult for Child D to sit still for the amount of time CCSM 3 and CCSM 4 expected the children to sit at one time. Child D's Father stated that he received videos of large group activities from CCSM 3 and CCSM 4 where he could see Child D sitting at a table crying while the other children were gathered at the carpet. He could not say for certain if Child D

had his head down on the table. He stated that CCSM 3's and CCSM 4's expectations for the children are not developmentally appropriate. Additionally, CCSM 3 and CCSM 4 seemed to favor the female students over the male students. CCSM 3 and CCSM 4 would send out videos of the children doing the "weather" job, but he never received a video of Child D being the "weather" person. He had no knowledge of CCSM 3 or CCSM 4 pulling chairs out from underneath children, but it would not surprise him. He stated that Child D likes to sit on his knees so he can see how that would bother CCSM 3 and CCSM 4 because of their inappropriate expectations of the children. He had no knowledge of CCSM 3 or CCSM 4 making inappropriate comments about male genitals, making fun of or ridiculing the children, children being denied the use of the toilet, or forced to sit in urine-soaked clothes. Child D has had numerous toileting accidents, but he does not know if it was due to being denied use of the toilet or if it was truly an accident. Child D's Father witnessed several children in the bathroom at pick up, but he was not sure why the children were in the bathroom. Child D's Father stated that Child D has often returned home with his food untouched on more than one occasion.

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 have not pulled chairs away from children, made inappropriate statements about male genitals, discouraged, or made fun of the children; therefore, they have provided appropriate care and supervision of children at all times.
CONCLUSION:	VIOLATION NOT ESTABLISHED

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:	<p>Based on interviews with the Complainant, Child A's Father, and Child D's Father, CCSM 3 and CCSM 4 deprived Child A and Child D of food brought from home on more than one occasion.</p> <p>Based on parent and staff interviews, CCSM 3 and CCSM 4 have not deprived children of necessary toilet use or made children sit in soiled underpants as punishment.</p>
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.8140	Discipline.
	(1) Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.
ANALYSIS:	<p>Based on interviews with the Complainant and Child A's Father, CCSM 4 failed to use positive methods of discipline when she pretended to flush Child A's stuffed animal down the toilet when Child A was not doing what she wanted.</p> <p>Based on staff interviews, parent interviews, and an on-site observation, CCSM 3 and CCSM 4 have not made children put their heads down for any period of time or put a child in the bathroom for any length of time as discipline.</p>
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

6/14/2023

Pamela Walker
Licensing Consultant

Date

Approved By:

Katrice Sweet

06/20/2023

Katrice Sweet
Area Manager

Date