



GRETCHEN WHITMER
GOVERNOR

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

Michelle Richard
ACTING DIRECTOR

4/15/2024

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

License Number: DC410408025
Special Investigation Number: SI-00119714

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, child care staff member, witness, and parent.
- I completed on-site inspections on the following dates: 3/7/2024.

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.

Due to the violations, you must send us a [corrective action plan](#) by 5/6/2024. 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.

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

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 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, 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,



Dawnita Diaz, Licensing Consultant

Enclosure

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

Report Type: Special Investigation Report

Date of Report: 4/15/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00119714	2/29/2024
Investigation Initiation Date	Report Due Date
3/4/2024	//
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, male age 18 months, was left unattended on the playground.	Yes	

METHODOLOGY

Date	Activity
3/4/2024	Special Investigation Case Created SI-00119714
3/7/2024	Special Investigation Initiated via On-site Unannounced on-site 12:34pm-1:36pm- met with Program Director (PD), Lead Caregiver (LC) and Child Care Staff member 2 (CCSM2).
3/7/2024	Exit Conference completed on site with PD
3/11/2024	Contact – Phone Call Made Spoke with Child A's Mother re: incident
3/11/2024	Contact – Phone Call Made Spoke with Witness 1 re: incident
3/19/2024	Contact – Document Received Video footage received of Child A on the playground
3/19/2024	Contact – Document Sent email sent to Karen Hayes, PD, requesting video footage previously asked for on-site

ALLEGATION: Child A, male age 18 months, was left unattended on the playground.

INVESTIGATION:

On 2/29/2024 the program director reported Child A, male age 18 months, had been left unattended on the playground.

On 3/4/2024 I attempted telephone contact with Child A's Mother. The reported telephone number was not correct.

On 3/7/2024 I conducted an unannounced on-site inspection to the facility. I met face to face with the program director (PD). She explained on 2/29/2024 Lead Caregiver (LC) and Child Care Staff Member 2 (CCSM 2) were outside on the playground. LC came in from outside with four of the seven children and a short time later CCSM2 came in with two children. A short time later Witness 1 arrived at the child care center and told PD there was a child alone outside on the playground. PD went to the young toddler classroom where LC and CCSM2 were working and asked if they had all their children. She then went out onto the playground, and she brought Child A in and back to the classroom. She said a part of the issue was that Child A is not normally in the classroom. She said LC and CCSM2 did not follow the center's protocols when moving children from one location to another by completing a face to name process. She met with each staff and they were written up and give one day off unpaid. Since that time she has retrained LC and CCSM2 and observed their use of the face to name process. I inquired whether there was video of the incident. The PD confirmed that there was

video of the incident, and I requested copy of the video be sent to me. She said the video shows Child A was outside for approximately four minutes.

I interviewed LC outside the presence of others. She had seven children in care with one assistant staff member in the classroom. She explained that they were outside on the playground and she took four children inside with her as she was going on break. She did not complete the face to name process and handed the clipboard used for this process to CCSM2. She went inside and was speaking to the staff providing her break. CCSM2 came inside a few minutes later and shortly after PD came and asked if they had all their children. She and PD went out on the playground and found Child A. She said she was written up, given a day off of work unpaid, and has received training on the face to name process that is required to be used when moving children.

I interviewed CCSM2 outside the presence of others. She recalled the incident and said LC had gone inside with four children. She had two children who were not wanting to go inside so she was moving around working to get them inside. Upon returning inside with the two children PD came in and asked if they had all their children. Then PD went outside with LC and found Child A alone on the playground. CCSM2 said when she was coming inside she did not scan the playground to check for children and did not complete the face to name process. She was written up, given a paid day off, and has received training on the face to name process.

On 3/11/2024 I spoke with Child A's Mother by telephone. She said she was "shocked" when she was told Child A was left on the playground. While this made her "nervous" she felt the incident was handled well and she has received good communication since that time to provide assurance about Child A's care and supervision.

On 3/11/2024 I spoke with Witness 1 about the incident. She explained she arrived at the center to drop off her child and noticed a child alone on the playground. She went inside and told PD there was a child unattended on the playground.

On 3/19/2024 I received the video of Child A unattended on the playground. The video shows LC going inside with her children, then CCSM2 is moving around to get two children inside leaving Child A outside by himself. Child A is outside for six minutes before PD and LC are seen going outside to find him.

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:	Child A, male age 18 months, was left unattended on the playground. LC and CCSM1 did not know that Child A was left outside when they returned inside with the other children in the classroom.

