



GRETCHEN WHITMER
GOVERNOR

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

Michelle Richard
ACTING DIRECTOR

7/1/2024

Emily Squires
Ola Hauoli Inc
9 Lexington Court,
Midland, MI, 48642

License Number: DC560096748
Special Investigation Number: SI-00124551

Dear Ms. Squires,

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.
R 400.8140(2)(a)	Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
R 400.8152(2)	A child care staff member shall give or apply medication, prescription or nonprescription, only with prior written permission from a parent.

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

- I interviewed: Licensee, Program Director, Child Care Staff, Parents of children..
- I completed on-site inspections on the following dates: 5/10/2024

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

Rule/Law Number	Rule Description
R 400.8152(2)	A child care staff member shall give or apply medication, prescription or nonprescription, only with prior written permission from a parent.

Due to the violations, you must send us a [corrective action plan](#) by 7/22/2024. You can use our corrective action plan form or create your own.

If you need help writing the corrective action plan, please contact licensing consultant Michael Skonieczny at (989) 289-8572 or skoniecznym@michigan.gov. If you do not send a corrective action plan, you may face disciplinary action. The corrective action plan must include the following:

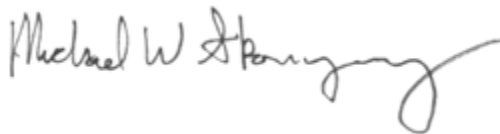
- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance 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, Michael Skonieczny at (989) 289-8572 or skoniecznym@michigan.gov. In the event that Michael Skonieczny is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Michael Skonieczny, Licensing Consultant

Enclosure

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

Report Type: Special Investigation Report

Date of Report: 7/1/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00124551	05/09/2024
Investigation Initiation Date	Report Due Date
6/20/2024	07/08/2024
License Number	Licensee Name(s)
DC560096748	Emily Squires
Facility Name	Licensee Designee(s)
Stepping Stones Day Care and Preschool	
Program Type	Central Administrator(s)
Center	
Capacity	Program Director(s) Name
38	
Facility Address	Mailing Address
2904 East Ashman St, Midland, MI, 48642	9 Lexington Court, Midland, MI, 48642
Facility Phone Number	Facility Email Address
989-832-8588	jesquires@charter.net
Original License Issuance Date	License Status:
6/25/2001	Regular
License Effective Date:	License Expiration Date:
12/9/2023	12/8/2025

ALLEGATION(S)

	Violation Established?	
Child A (5 year old male) had a seizure while at child care but no one called 911.		No
Child Care Staff Member 1 (CCSM1) grabbed Child B (3-year old, female) and left marks/bruises on their arm. CCSM1 also slammed Child C (3-year old, male) down on a plastic chair. Child Care Staff Member 2 (CCSM2) grabbed Child D (5-year old, female) and left marks/bruises on their wrist.		No
Additional Finding	Yes	

METHODOLOGY

Date	Activity
5/10/2024	Contact – Phone Call Made to Child A's mother
5/10/2024	Special Investigation Initiated via Phone Call to Michigan Department of Health and Human Services worker Michelle Powell.
5/10/2024	Contact – Phone Call Received from Child D's mother and father
5/10/2024	Contact – Face to Face with Ms. Powell.
5/10/2024	Contact – Phone Call Made to Child E's mother. A voicemail was left requesting a call back.
5/10/2024	Contact – Face to Face with Program Director (PD) outside the facility
5/10/2024	Contact – Phone Call Made to CCSM1. A voicemail was left requesting a call back.
5/10/2024	Contact – Phone Call Made to Child B's mother, Child C's mother, Child D's mother, and Child D's father. Voicemails were left requesting a call back.
5/10/2024	Contact – Phone Call Received from Child C's mother
5/10/2024	Inspection Completed On-Site from 10:00AM-12:45PM. Interviewed PD, CCSM2, CCSM3, CCSM4, and CCSM5
6/3/2024	Exit Conference with PD onsite
6/3/2024	Contact – Face to Face with CCSM6 onsite
6/3/2024	Contact – Face to Face with Licensee Emily Squires

ALLEGATION: Child A (5 year old male) had a seizure while at child care but no one called 911.

INVESTIGATION:

On 5/10/2024 I spoke with Michigan Department of Health and Human Services (MDHHS) worker Michelle Powell. She advised she spoke with the reporting source (RS) yesterday. RS used to work at Stepping Stones Day Care and Preschool. RS reported an incident involving Child A having a seizure the week of 4/29/2024. RS felt that the staff did not know what they were supposed to do, and no ambulance was called. Child A's mother was contacted, and she came to pick him up. RS felt that it was a seizure because his hand was clenched and when they checked his eyes, they were moving side to side. The staff could not wake him up.

On 5/10/2024 an unannounced onsite visit was conducted at Stepping Stones Child Care and Preschool along with Ms. Powell. Child A was not present. The Program Director (PD) was advised that there was a complaint received about the center, but the

allegations would be discussed after Child A was located by Ms. Powell and his well-being was verified.

On 5/10/2024 a phone call was made to Child A's mother. She was aware of the alleged incident and was very upset by the way it was handled. Child A had gone on a field trip that morning and when he was dropped off at child care that afternoon, he was exhausted. An hour after she dropped him off at child care, she got a call from the staff saying that Child A was having a seizure. She was told that the staff attempted to wake him up for eight minutes but were not successful. She was told that the staff opened his eyes and saw that his eyes were moving from side to side, but he was not shaking or showing any outward signs of a seizure. Child A's mother arrived at the center, shouted at Child A to wake up and shook him. Child A woke up. She feels that Child A was sleeping, and the staff did not want to shake or move Child A and were trying to wake him up too quietly. Child A is a deep sleeper at home. She took Child A home, and he seemed fine. She is unsure why the staff did not try harder to wake him. She was also puzzled by why the staff did not call 911 if they felt he was having a medical emergency. Child A has been attending the center for a year and likes attending very much.

On 5/10/2024, Child A was observed at his school to be in good health. Ms. Powell attempted to interview Child A but was unsuccessful because he was too distracted.

On 5/10/2024 A second onsite visit was conducted at Stepping Stones Child Care and Preschool. PD was spoken with about the allegations. She was aware of the incident involving Child A. He was sleeping in a quiet area and when it was time for the children to wake up, the staff were having a hard time getting Child A to respond. Child Care Staff Member 1 (CCSM1), Child Care Staff Member 2 (CCSM2) and Child Care Staff Member 3 (CCSM3) were present for the incident. PD never felt it was a seizure, but CCSM1 and CCSM2 did because his eyes were moving back and forth. Child A's mother was contacted by PD, and she advised that they were having difficulty waking Child A up. When Child A's mother arrived, he woke up and went with her. He was not taken to the doctor, so no incident report was done. PD was on the phone regarding transportation for several children who were being picked up at their schools, so she was unsure of many of the details regarding the incident. She was asked if she felt they should have followed their emergency procedures and she said that since she did not believe it was a seizure, she did not feel the need to call 911 and follow the emergency procedure.

CCSM3 was spoken with regarding the incident. She was changing pull-ups and was called over by CCSM1 who said they could not wake up Child A. CCSM1 was told that Child A was a deep sleeper. CCSM1 then requested that someone get PD to assist her. CCSM1 was talking quietly to Child A and gently nudging him. CCSM3 did not feel the situation was serious or should be escalated. The incident lasted for about 10 minutes and ended when Child A's mother came in and woke him up.

CCSM2 was spoken with regarding the incident. She was in the kitchen while Child A was sleeping. She noticed that Child A looked exhausted when he arrived to the center

and he immediately went over towards the quiet area and laid down. A short time later, CCSM1 came in to the kitchen and told CCSM2 that she was concerned that Child A was not responding as they were trying to wake him up. They gently nudged Child A and talked quietly to him in order to wake him up, but they were unsuccessful. CCSM1 took his temperature, which was low, and his breathing seemed shallow. Child A's eyes were checked and CCSM1 thought that they were going from side to side. CCSM1 thought that Child A was having a seizure and wanted to call 911. CCSM2 went to talk with PD. PD did not seem to know what to do so she called Child A's mother. CCSM2 noted that Child A's hands and arms seemed rigid as well. CCSM2, who has a history of seizures, went into the office, and got her frankincense oil and applied some under Child A's nose. She did this because it helps her seizures. She knows now that this was not appropriate, but in the moment, she was not thinking about the child care licensing rules. Child A's mother arrived, and he responded to her immediately. Child A said he had a headache and was taken home.

On 5/10/2024 I placed a telephone call to CCSM1. A voicemail was left requesting a call back.

On 6/3/2024 I spoke with licensee Emily Squires along with Ms. Powell. Also present was Ms. Squires' husband and her administrative assistant. Ms. Squires was aware of the incident involving Child A, but only found out after the fact. She spoke with Child A's mother, and she does not believe that Child A had a seizure. He is a deep sleeper and hard to wake up. Ms. Squires was told about CCSM2 applying frankincense oil to Child A. Ms. Squires understood that this was not appropriate and will ensure that this was addressed and would not happen again.

On 6/3/2024 I conducted an onsite visit to conduct an exit conference with PD along with Ms. Powell. PD was encouraged to discuss the incident with her staff and brainstorm ways to improve how they handle medical emergencies.

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:	Based on the interviews with child care staff and parents, there is no evidence that Child A was inappropriately cared for during what was perceived to be a seizure. Child A's mother was contacted and since he appeared to be safe, the child care staff waited for her to arrive and determine the appropriate course of action. It was determined that Child A was merely sleeping and is difficult to wake up.
CONCLUSION:	Violation Not Established

APPLICABLE RULES	
R 400.8152(2)	A child care staff member shall give or apply medication, prescription or nonprescription, only with prior written permission from a parent.
ANALYSIS:	CCSM2 applied frankincense oil under the nose of Child A when she thought he was having a seizure. There was no permission given by the parents for CCSM2 to use this nonprescription topical substance.
CONCLUSION:	Violation Established

ALLEGATION: Child Care Staff Member 1 (CCSM1) grabbed Child B (3 year old female) and left marks/bruises on their arm. CCSM1 also slammed Child C (3 year old male) down on a plastic chair. Child Care Staff Member 2 (CCSM2) grabbed Child D (5 year old female) and left marks/bruises on their wrist.

INVESTIGATION:

On 5/10/2024 I spoke with Michigan Department of Health and Human Services (MDHHS) worker Michelle Powell. In her conversation with RS, it was reported that she observed several instances of inappropriate care of children. She worked at Stepping Stones Daycare for approximately four months and recently left the center on 5/8/24. She believes she may have been terminated due to knowing too much of what was going on at the daycare. She reported that sometime on or around 05/01/2024 on the playground, Child B was upset. CCSM4 grabbed her arm, swung her around, and set her down aggressively. Child B sustained bruising from this on her arm. Ms. Squires and PD were both notified of the incident, but nothing was done. CCSM4 slams Child C down on hard plastic chairs. She addressed this with CCSM4 on 5/8/24 even though she never actually observed this behavior. Lastly, CCSM5 grabbed Child D by the wrist and Child D's mother and father were upset on an unknown date.

On 5/10/2024 I spoke with Child A's mother on the telephone along with Ms. Powell. Child A has attended the child care for one year and there have been no concerns or issues with the quality of care for Child A. He loves the child care and has no issues with any staff members.

On 5/10/2024 a telephone call was made to Child E's mother. A voicemail was left requesting a call back.

On 5/10/2024 Ms. Powell spoke with Child E's mother. Child E has been going to the child care for approximately one year. Child E has shown more behavior issues recently. Child E's mother is currently looking for a new child care where Child E can get more attention and more specialized services. Her concerns with the staff are that she feels the center is short staffed and she is also unsure if anything is being done when

other children hit Child E. She is notified when Child E is involved in an incident. She has never suspected Child E was handled roughly or inappropriately.

On 5/10/24 an onsite inspection was conducted along with Ms. Powell. PD was spoken with regarding the treatment of children by child care staff. PD was aware of the alleged incident between CCSM4 and Child B but was not present for the incident. She provided an incident report written by CCSM4 from 5/3/2024 which stated another child grabbed and bit Child B's arm during circle time. She was asked about the allegations regarding Child C and denied ever seeing CCSM4 being too rough with Child C. Child C does have trouble staying in his chair during redirection and child care staff will have to pick him up and put him back into the chair, but it is never in an inappropriate way. There are no concerns with CCSM4 being too aggressive with any child. In regards to the alleged incident between CCSM5 and Child D, PD had heard about an incident but was not present nor did she see any marks or injuries on Child D. She was told by someone that Child D's father came in the next day and complained about CCSM5 leaving bruises on Child D's arm. When PD spoke to Child D's father, he had no idea what she was talking about and said he assumed Child D left the mark on herself.

CCSM4 has been a child care staff member at the center since October of 2023. She was spoken with about the allegations. She had no recollection of any incident between her and Child B. She was confronted by CCSM1 about the incident and denied any knowledge of an incident. She remembers Child B twisting herself up in a swing and helping her untwist, but she never made physical contact with Child B during this incident. She felt that CCSM1 had not worked there long and did not know the children and staff. CCSM1 said she thought she saw a child care staff member lift Child B off the ground by her arm. CCSM4 looked at Child B's arm and there was a small bruise, but she couldn't say it was from being grabbed. She believes Ms. Squires was told about the incident and took a photo. In regards to the allegations about Child C, she admitted that she sits Child C in a chair when he is upset. Once in the chair, he will flop around and fall out of his chair. She will then pick him up and sit him back down. It was suggested to CCSM4 to let Child C just sit on the floor if he is thrashing around. She feels child care staff are appropriate in the way children are handled and no one is rough or aggressive with children.

CCSM3 has been a child care staff member for three weeks. She has no concerns with staff being rough or aggressive with children. She feels the center is appropriately staffed and parents are notified of incidents when necessary. CCSM5 was spoken with about the allegations. On 5/8/2024, Child D had a big fit and was brought into the office so she could be away from the other children and so that her parents could be called. She was grabbed under the arms and not by the wrist. No incident report was filed because there were no injuries, and the parents were on the phone during the tantrum. She heard later that Child D had a bruise. She heard from CCSM1 that Child D's father was upset, but when she talked with him, he appeared to have no concerns. She has not observed other child care staff members to handle children roughly or inappropriately.

CCSM2 was spoken with about the allegations. She has not observed any child care staff member handle children roughly or inappropriately.

On 5/10/2024, I made telephone calls to Child B's mother, Child C's mother, Child D's mother, and Child D's father. Voicemails were left requesting a call back.

On 5/10/2024, I received a telephone call from Child C's mother. Child C has been attending child care since November of 2023. CCSM4 is his favorite caregiver, and he will go to her if he needs some attention or affection. She is not aware of any situations where Child C was handled roughly or inappropriately. She has not observed any unexplained marks or injuries. She has no concerns with the care or supervision that Child C receives at child care.

On 5/10/2024 I received a telephone call from Child D's mother and father. Also present on the call was Ms. Powell. Child D's father said that Child D complained that a child care staff member grabbed her arm, but it could have been during a tantrum. They did not know about any specific incident involving Child D and CCSM5 and they noted that CCSM5 is her favorite caregiver. They do not believe that anything inappropriate occurred. Child D's mother said Child D throws fits and she will hit or kick other children and will have to be physically taken out of the room. Child D could have been talking about this when she said she was grabbed. Child D's father said CCSM5 mentioned that Child D had a bruise on her arm at pick up one day, but that was likely caused by Child D biting herself, which has been an issue lately. They were asked if they had any concerns about the way children were cared for at the center and Child D's mother said that CCSM4 yells at the children and is not patient with them. She also does not appreciate the constant phone calls from the center staff telling her about the tantrums Child D is throwing.

On 6/3/2024 a meeting was conducted with Licensee Emily Squires, her husband, her mother, and Ms. Powell. She received a call from CCSM1 on 5/1/2024 regarding CCSM4's treatment of children. When she sat down to talk with CCSM1 about her concerns, CCSM1 wasn't even sure if CCSM4 was the one mistreating the children. She had only worked at the center a short time and was not familiar with all the caregiver's names. CCSM1 seemed confused and was inconsistent in her account of what happened. Ms. Squires spoke to CCSM4 who denied the allegations. After talking with CCSM4 and PD, they have no concerns with CCSM4 and feel that CCSM1 is mistaken and blowing things out of proportion. In regards to CCSM5 and Child D, Ms. Squires feels that CCSM5 has always been sweet and gentle with the children and Child D is a difficult child to manage.

On 6/3/2024 an onsite visit was made to Stepping Stones Child Care. Child Care Staff Member 6 (CCSM6) was spoken with about the allegations. In regards to CCSM4 slamming Child C onto a chair, she does not feel Child C was slammed, but does feel CCSM4 could be more gentle in how she handles children sometimes. CCSM4 does tend to yell at Child D but she has a loud voice. She does not feel CCSM4's behavior is wrong but admits it could be improved. She did not see anything involving CCSM5 and

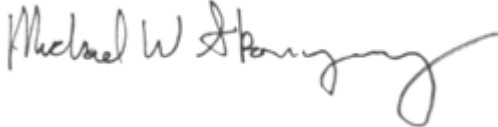

only heard about the allegations from another coworker. She does not feel that anyone at the center is mistreating children or harming them.

RULE/STATUTORY VIOLATIONS:

APPLICABLE RULES	
R 400.8140(2)(a)	Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
ANALYSIS:	Based on the investigative findings, there is no evidence to show that child care staff members are using prohibited methods of discipline.
CONCLUSION:	Violation Not Established

BUREAU RECOMMENDATION

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

Approved By:	
 Michael Skonieczny 07/01/2024 Consultant Date	 Rose A Rafferty 07/01/2024 Area Manager Date