



STATE OF MICHIGAN

DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ORLENE HAWKS  
DIRECTOR

August 8, 2023 **REDACTED REPORT**

Julie Thorsen  
The Hop Inc. Child Care Center  
2495 Holton Road  
Muskegon, MI 49445

RE: License #: DC610274252  
Investigation #: 2023D1079005  
The Hop Inc. Your Neighborhood Child Care Center

Dear Ms. Thorsen:

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) Discipline.

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

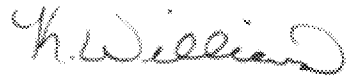
- I interviewed: the program director, child care staff member, witnesses, and parents.
- I completed on-site inspections on the following dates: 06/08/2023.

As a result of this investigation, I recommend no change to the current license status. I did not find any violations. The special investigation report is attached.

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](#).

Sincerely,

A handwritten signature in cursive script that reads "Kortney Williams".

Kortney Williams, Licensing Consultant  
Child Care Licensing Bureau  
611 W. Ottawa St.  
P.O. Box 30664  
Lansing, MI 30664  
(231) 463-3177

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	DC610274252
<b>Investigation #:</b>	2023D1079005
<b>Complaint Receipt Date:</b>	06/05/2023
<b>Investigation Initiation Date:</b>	06/08/2023
<b>Report Due Date:</b>	08/04/2023
<b>Licensee Name:</b>	The Hop Inc. Child Care Center
<b>Licensee Address:</b>	2495 Holton Road Muskegon, MI 49445
<b>Licensee Telephone #:</b>	(231) 744-4540
<b>Administrator:</b>	Julie Thorsen, Designee
<b>Licensee Designee:</b>	Julie Thorsen, Designee
<b>Name of Facility:</b>	The Hop Inc. Your Neighborhood Child Care Center
<b>Facility Address:</b>	2495 Holton Road Muskegon, MI 49445-1680
<b>Facility Telephone #:</b>	(231) 719-9100
<b>Original Issuance Date:</b>	06/27/2005
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/10/2023
<b>Expiration Date:</b>	06/09/2025
<b>Capacity:</b>	59
<b>Program Type:</b>	CHILD CARE CENTER

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Child Care Staff Member 1 [REDACTED] Child A by [REDACTED] her [REDACTED] to [REDACTED] and [REDACTED] her [REDACTED].	No
Additional Findings	No

**III. METHODOLOGY**

06/05/2023	Special Investigation Intake 2023D1079005
06/06/2023	Contact - Telephone call made. [REDACTED] spoke with Child A's mother.
06/08/2023	Special Investigation Initiated - On Site, Child Care staff members interviewed.
06/08/2023	Contact Face to Face- Interviewed Child A's Mother
06/12/2023	Contact - Telephone call made. [REDACTED] spoke with Child A's aunt.
06/13/2023	Contact - Telephone call made. voice messages left for Child B and C's Mother, Child D's Mother and Child E's Mother requesting a returned phone call.
06/14/2023	Contact - Telephone call received. [REDACTED] received a returned phone call back from Child B and C's Mother and Child D's Mother.
07/27/2023	Exit Conference With Program Director, Melissa Griffin

**ALLEGATION:** Child Care Staff Member 1 [REDACTED] Child A [REDACTED],  
[REDACTED] her [REDACTED] to [REDACTED] and [REDACTED] her [REDACTED]

**INVESTIGATION:** [REDACTED]  
[REDACTED] spoke with child A's mother. She stated that the daycare called her, stating that Child A ([REDACTED], female) was acting up and she needed to come get her. Child A wanted to try and sleep, and the daycare was trying to make her eat lunch. Child A started [REDACTED], and [REDACTED], and trying to make herself [REDACTED] up. Child A used to have no problems going to daycare, but about 3 or 4 months ago she would refuse to go. Child A would [REDACTED] in the parking lot, and the mother thought she was just tired. She asked Child A if the teachers are [REDACTED] her, and Child A responded, "Yes". Child A's Mother spoke with the teacher and told her that Child A said that a teacher [REDACTED] her. The teacher told her that she has [REDACTED] Child A [REDACTED] but did not go into detail. Child A's mother told the daycare that she is going to call someone to investigate. When child care staff members answer the door, Child A does not want to go into the door. She told the center that Child A only acts out at daycare and does not act out at home. The daycare told the mother that there is no way she does [REDACTED], the way that she [REDACTED]. Child A does not have a history of [REDACTED], and only does it at the daycare. Child A has tried to [REDACTED], and the mother just tells her to stop. The child care staff member stated that they do not have a plan for Child A with daycare, and she will have to look at other options. She stated that the daycare had not developed a behavioral plan, and just brought all of Child A's stuff out when she went to pick up Child A. She stated that when the daycare calls her to pick up Child A, they do not tell her why. They only tell her that Child A is acting out. When she arrives, they do not tell her what caused the acting out or what they did to prevent or stop it. They only tell her to take her home.

On June 8, 2023, I conducted an unannounced on-site inspection with [REDACTED]  
[REDACTED] We interviewed three Child Care Staff Members. CCSM 1 believes Child A does not have a schedule at home which causes her to have [REDACTED] at school when staff members try to implement a schedule with her. Child A gets [REDACTED] if she can't sleep all day. Staff have spoken with Child A's Aunt who drops her off to child care, and she indicated that her [REDACTED] are due to a [REDACTED] of sleep. CCSM 1 has had to move Child A from a situation to keep her from hurting herself or others in the child care. CCSM 1 put her hands around her body to slide her away from others.

When Child A isn't having a [REDACTED], she displays good behavior. They have tried to start her at an earlier lunch to get her down for nap sooner, however, they can't adjust her individual schedule due to the obligation to maintain ratio. The last two to three months her [REDACTED] have been [REDACTED]. The child care has a no physical discipline policy; however, they can safely remove children from situations to prevent them from harming themselves or others.

CCSM 2 explained that she notices Child A arrives to child care overly [REDACTED]. When Child A arrives to the child care [REDACTED], she displays [REDACTED] that includes trying to trip staff members, hitting and kicking them. Child A will [REDACTED] herself. She doesn't do well with transition. CCSM 2 has noticed that if Child A gets [REDACTED] the night before coming to child care, she doesn't display the mentioned [REDACTED]. She has seen CCSM 1 move her to a safe space so that she doesn't hurt herself. She has never seen CCSM 1 harm Child A [REDACTED] her to [REDACTED], [REDACTED] her [REDACTED] or [REDACTED] her by her [REDACTED].

CCSM 3 explained that she has seen Child A [REDACTED] every morning for the past two months. She [REDACTED] on the cubbies. The last couple of weeks have gotten worse, which she is not sure why. CCSM 3 believes it may be because she doesn't [REDACTED] at home. She will [REDACTED] in her chair while at school. CCSM 1 has never physically disciplined Child A; she tries to hug her and talk to her to help calm her down. When Child A is displaying these [REDACTED], the staff will separate Child A from the other child care children. Child A was [REDACTED] at the toddlers, so she picked her up from under her arms and sat her on her bottom away from the children to prevent her from harming the other children.

On June 8, 2023, [REDACTED] and I conducted a scheduled visit to Child A's home with her mother. Upon arrival Child A was on a walk with her adult sibling. While waiting on her return, we spoke with Child A's Mother regarding the [REDACTED] being displayed at child care. It was explained that the concern is that she isn't [REDACTED], which is leading to her [REDACTED]. She stated that she puts Child A [REDACTED] between 9pm and 10 pm and she [REDACTED] through the [REDACTED]. She then stated that Child A has [REDACTED]. I asked how often she experiences the [REDACTED]. Child A's Mother stated that it depends and began talking about Child A possibly being [REDACTED]. At that time Child A returned from her walk. Mom stated that Child A will get picked up by mom's sister around 4:30am so she can get to work by 5:15am. Child A will go back [REDACTED] until it's time for her to go to child care. There is never a time when Child A's Mother wakes up and Child A is already up. Child A's Mother stated Child A does not want to go to the child care and it has nothing to do with her [REDACTED].

We planned to forensically interview Child A inside the home. When Child A's mother tried to get Child A to go inside the home to be interviewed, Child A began [REDACTED] her mother. She tried to [REDACTED] herself to [REDACTED] and then started [REDACTED] towards the [REDACTED]. Child A's Mother was able to get her before she got to the [REDACTED]. Child A then began [REDACTED] no, [REDACTED] the flowers she picked out of the yard, [REDACTED] at her mother. Once inside the home, Child A tried to [REDACTED] mother and continued trying to [REDACTED] her. She then broke away from her mother and ran [REDACTED]. Her adult sibling followed behind her. Child A's mother then stated that Child A doesn't normally act like this at home.

Child A's Aunt returned [REDACTED] phone call. She stated that she was aware of the concerns that are going on with Child A and the child care. She stated that she picks Child A up from her home around 5:00am. She will take Child A back to her home until she drops her off at child care around 7:30am. When she arrives to the home, Child A is sleeping and she will put her in her car, and she will sleep until they get to her house, where she will sleep until they leave for the child care. When she drops her off at the child care, Child A does not want to go in because she says she wants to stay with her Aunt, or she wants to stay sleeping. A couple of times she has gone to the home to pick Child A up and she has been [REDACTED]. She has been told by Child A's Mother a couple of times that Child A [REDACTED] go to [REDACTED]. Sometimes Child A has not gone [REDACTED] all. She has told Child A's Mother multiple times that she needs to get on a [REDACTED]. Child A's Mother tells her that she puts her down, it's Child A's choice to [REDACTED] and [REDACTED].

Child A's Aunt stated that two of Child A's siblings that also attend the child care have never disclosed any issues with going there. They have stated that Child A [REDACTED] and does [REDACTED] to the staff.

On 06/13/2023 [REDACTED] and I made phone calls to Child B and C's Parents, Child D's Mother and Child E's Mother. Phone messages were left for all three parents asking for a return phone call.

Child B and C's Mother returned a call back to [REDACTED]. The worker asked if the family has had any concerns regarding the child care. She stated that they have had mostly positive experiences with the child care. The child care communicates well about things going on, but they have not been consistent with communicating incidents. There have been times that a [REDACTED] was on one of her children's [REDACTED], and they did not know how it got there. They are not sending home incident reports home as much as they used to. She stated that when the children [REDACTED], they do not communicate with them until they pick up and will let them know verbally. Sometimes they are not even talked to about some [REDACTED], until they bring it up to them. She stated that she does have issues with them being very rigid with behaviors. She stated that every child is in their seats and has to be following strict instructions, and if they are not then they are a "troublemaker". In past child cares, she has noticed children running around and playing, but this child care seems to have rigid expectations for the children. In the last month, the youngest child (4) has stated that she does not want to go. She is too young to tell them exactly why, and they have not pinpointed the reason.

Child D's Mother returned a call to [REDACTED]. She asked if there were any concerns with the child care. She stated that she has been using the child care for years, and all of her children have attended. She has never had any issues with the staff. She stated that her child has special needs, and Child Care Staff Members go above and beyond to make sure that the child is taken care of at school and has everything she needs. She has never had any concerns with the staff, and

Child D comes home all the time talking about how much he loves the staff members and the child care. She has never noticed any marks or bruises that were not communicated to her from the staff, and she has never had any concerns with sending Child D to the child care.

Child E's Mother has not returned a phone call to me or [REDACTED].

<b>APPLICABLE RULE</b>	
<b>R 400.8140</b>	<b>Discipline.</b>
	<b>(2) All of the following means of punishment are prohibited: (a) Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.</b>
<b>ANALYSIS:</b>	There was no evidence found to indicate that CCSM 1 used any form of physical discipline on Child A.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend no change to the status of this license.

*Kortney Williams*

08/01/2023

Kortney Williams  
Licensing Consultant

Date

Approved By:

*Jacquelin Sharkey*

08/08/2023

Jacquelin Sharkey  
Area Manager

Date