



GRETCHEN WHITMER
GOVERNOR

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

DR BEVERLY WALKER
GRIFFEA
DIRECTOR

8/20/2024

Hands of Hope
250 N Perry St,
Pontiac MI, 48342

License Number: DC630394387

Dear Ms. Thiel,

This letter is to advise you that the 8/20/2024 corrective action plan you submitted, regarding each rule violation cited in the recently completed Child Care Special Investigation Case, is approved.

You can find a copy of this corrective action approval letter and the associated report on our [website](#) under [Statewide Search for Licensed Child Care Centers and Homes](#). A description of each type of report and corrective action plans can be found under [Overview of Licensing Reports](#).

Violation cited	Noncompliance observed	Plan to correct	Date to be completed
R 400.8125(1)	On 03/07/2024 Child B was left unattended for eight minutes. During this time, he let himself out of the building and was found in the center's joint parking lot next to a busy intersection. Child B was found by Child C's Mother. Center staff were not aware he left the building.	CCSM 1 was written up for the first incident. Her employment was terminated for the second incident. A staff training was held in March. All staff were trained on the center's face to name policy, bathroom/classroom supervision policies, and crisis management. Reminders have been posted in transition areas throughout the center. A safety lock was installed over the exit button to the parking lot. All staff are	03/9/2024- ongoing

		responsible are responsible for making sure all safety protocols are met.	
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It is expected that the corrective action plan will be implemented within the time frames as outlined in your plan.

A follow-up evaluation may be made to verify compliance. Should the corrections not be implemented in the specified time, it may be necessary to reevaluate the status of your license.

The office provides technical assistance to meet the licensing requirements and consultation to improve services. Please contact Michelle Fruehan at (248) 672-9158 or fruehanm@michigan.gov. In the event that Michelle Fruehan is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,



Michelle Fruehan, Licensing Consultant