



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 13, 2023

Smart Start Development & Learning Center LLC  
214 W Walton Blvd  
Pontiac, MI 48340

RE: License #: DC630405271  
2023D0019002  
RE: SI LOG #: **Smart Start Dev & Learning Center LLC**  
**214 W Walton Blvd**  
**Pontiac, MI 48340**

Dear Mr. Henry:

This letter is to advise you that the 01/11/2023 corrective action plan you submitted, regarding each rule violation cited in the recently completed Special Investigation Report, 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 400.8140 Discipline.	A prohibited means of punishment was used. On 10/31/2022, Ms. Thompson was observed on video footage, putting her face close to Child A's face and yelling, "Sit! Ms. Miller, Ms. Phelps, Mr. Henry, and Ms. Hensley all reported that Ms. Thompson has yelled, shamed, and threatened Child A.	The licensee will provide training to staff regarding the centers discipline policies and rules. Compliance with the rules, including training documentation in files, will be monitored monthly by the licensee, assistant director, and lead staff members.	01/24/2023-ongoing

R 400.8140 Discipline.	Positive methods of discipline that encourages self-control, self-direction, self-esteem, and cooperation were not used. Ms. Thompson was observed by other staff members using methods of discipline that were not consistent with Child A's development. A meeting was held to speak with Ms. Thompson about her interactions with Child A, however negative methods of discipline persisted as described by Mr. Henry, Ms. Phelps, Ms. Miller, and Ms. Hensley.	The licensee will provide training to staff regarding the centers discipline policies and rules. Compliance with the rules, including training documentation in files, will be monitored monthly by the licensee, assistant director, and lead staff members.	01/24/2023-ongoing
R 400.8140 Discipline.	A prohibited means of punishment was used. On 10/31/2022 Ms. Thompson is observed on video footage placing her hands on Child A's shoulders and pushing him downward into his chair.	The licensee will provide training to staff regarding the centers discipline policies and rules. Compliance with the rules, including training documentation in files, will be monitored monthly by the licensee, assistant director, and lead staff members.	01/24/2023-ongoing

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 me with any questions. In the event that I am not available and you need to speak to someone immediately, you may contact the local office at (517) 284-9730.

Sincerely,

A handwritten signature in cursive script, appearing to read "Michelle Fruehan".

Michelle Fruehan, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(248) 672-9158