



GRETCHEN WHITMER  
GOVERNOR

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

Michelle Richard  
ACTING DIRECTOR

4/18/2024

Loving Hearts Little Hands Daycare Center Inc.  
11790 120th Avenue,  
Grand Haven, MI, 48417

License Number: DC700337574  
Special Investigation Number: SI-00024785

Dear Loving Hearts Little Hands Daycare Center Inc.,

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(1)	Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.
R 400.8125(1)	All staff and volunteers shall provide appropriate care and supervision of children at all times.
R 400.8188	Sleeping, resting, and supervision.

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

- I interviewed: Reporting person, program director, staff, parents.
- I completed on-site inspections on the following dates: 9/5/2023

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

Rule/Law Number	Rule Description
R 400.8188	Sleeping, resting, and supervision.

You submitted an acceptable Corrective Action Plan. Additional information is included in the report below for your review.

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](mailto: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:** 4/18/2024

<b>Special Investigation Number</b>	<b>Complaint/Incident Receipt Date</b>
SI-00024785	8/29/2023
<b>Investigation Initiation Date</b>	<b>Report Due Date</b>
9/22/2023	12/9/2023
<b>License Number</b>	<b>Licensee Name(s)</b>
DC700337574	Loving Hearts Little Hands Daycare Center Inc.
<b>Facility Name</b>	<b>Licensee Designee(s)</b>
Loving Hearts Little Hands	Amanda Laura Morehouse Scott Henry-Jay Morehouse
<b>Program Type</b>	<b>Central Administrator(s)</b>
Center	
<b>Capacity</b>	<b>Program Director(s) Name</b>
58	<b>Qualifications:</b> <b>Date PD Approved:</b>
<b>Facility Address</b>	<b>Mailing Address</b>
11790 120th Avenue, Grand Haven, MI, 49417	11790 120th Avenue, Grand Haven, MI, 48417
<b>Facility Phone Number</b>	<b>Facility Email Address</b>
6168473131	lovingheartsg@gmail.com
<b>Original License Issuance Date</b>	<b>License Status:</b>
2/25/2013	Regular
<b>License Effective Date:</b>	<b>License Expiration Date:</b>
3/10/2023	3/9/2025

**ALLEGATION(S)**

	<b>Violation Established?</b>	
Child A, male age 6 months, was left unattended in the infant room.		No
Program director and staff drag children by wrist, scream at children, and swear		No
Staff use time out for children under 3 years of age.		No
Infants are left to sleep in bouncy seats.	Yes	

## METHODOLOGY

Date	Activity
9/22/2023	Special Investigation Case Created SI-00024785
8/29/2023	Contact – Phone Call Made
8/29/2023	Contact – Phone Call Made Left message for reporting person
8/29/2023	Contact – Phone Call Received Spoke with reporting person regarding allegations
9/5/2023	Special Investigation Initiated via On-site Unannounced on-site: 10:28am-12:12pm Met with Anna Curtis, program director, interviewed child care staff members
9/11/2023	Contact – Phone Call Made Spoke with licensee Scott Morehouse re: allegations
10/5/2023	Contact – Phone Call Made Spoke with Child A's Mother re: allegations
10/5/2023	Contact – Phone Call Made Spoke with Child B's Mother re: allegations
10/27/2023	Exit Conference with PD

**ALLEGATION:** Child A, male age 6 months, was left unattended in the infant room.

### INVESTIGATION:

On 08/29/2023 I spoke with the reporting person by telephone. They explained they were walking through the hallway and saw Child A lying on the floor in the classroom with no staff person in the room. They asked a staff in another classroom where Child Care Staff Member 1 (CCSM1) was as she was supposed to be working in the classroom. They were told she went outside to speak with Program Director (PD) about an issue. They said they saw CCSM1 outside while leaving Child A unattended in the classroom.

On 09/05/2023 I met with PD regarding this reported allegation. She denied this incident took place and had no recollection of it. I then interviewed CCSM1 outside the presence of others. I explained the allegation to her and she recalled that she was holding a child and Child A was sleeping in his crib. She needed to leave the room and asked the staff member in the next room to stand between the classroom doors while she left the room. She denied Child A was left on the floor or left unattended.

On 10/05/2023 I spoke with Child A's Mother by telephone. She has not had concerns about supervision or care of Child A while at the child care facility. She has had no concerns about safe sleep or that Child A may have not been placed to sleep in an approved sleeping space.

**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:	Appropriate care and supervision was provided to Child A while in care at the child care facility.
CONCLUSION:	<b>Violation Not Established</b>

**ALLEGATION:** Program director and staff drag children by wrist, scream at children, and swear

**INVESTIGATION:**

On 08/29/2023 the complainant stated they had a long list of concerns naming PD and all the staff at the child care facility stating they yell at children, scream, and generally treat children poorly.

On 09/05/2023 PD denied that herself or any CCSM's yell at children, grab children by their wrist, or swear. She said there was a prior complaint that was investigated with the same concerns, with no findings either.

I then interviewed CCSM1, CCSM2, CCSM3, CCSM4 and CCSM5, all of whom deny these behaviors take place. Each staff member discussed techniques of redirection, asking for help, and using proper language with children in care. They denied PD displays any of these behaviors when interacting with children in care.

On 10/05/2023 I spoke with Child A's Mother by telephone. She has multiple children in care at the child care facility and has never witnessed any of these alleged behaviors. She has not had any concerns that any staff members have yelled at, screamed at, or grabbed any of her children.

I spoke with Child B's Mother by telephone on this date. She has multiple children in care and has no concerns about any staff members or their care, supervision, or interactions with her children.

I spoke with Child C's Mother by telephone on this date. She has multiple children in care at the facility. She stated she is often in and out of the center unannounced and has never seen, heard, or had any concerns about any staff member's care, supervision, or interaction with her children.

**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:	PD and child care staff members provide appropriate care and supervision to children in care.
CONCLUSION:	<b>Violation Not Established</b>

**ALLEGATION:** Staff use time out for children under 3 years of age.

**INVESTIGATION:**

On 08/29/2023 I spoke with the reporting person regarding the reported allegations. They stated they have seen two child care staff members use time out with children under 3 years old.

On 09/05/2023 PD denied that staff use time-out for children under 3 years of age. She provided me with the discipline policy for the center and time-out is not a technique that is used with children. She stated she has a former employee who is making false allegations against the center. She was concerned and frustrated about the intentional false accusations she feels are being made about her and the center.

I then interviewed CCSM1 outside the presence of others. She denies that time out is used for children under 3. She denies she has seen any other staff use time outs with children in care.

I then interviewed CCSM2, CCSM3, CCSM4, and CCSM5 individually, outside the presence of others. Each one described developmentally appropriate discipline/techniques that are used with children. Each one denied time-out is used with children in care.

On 10/05/2023 I spoke with Child A's Mother, Child B's Mother, and Child C's Mother by telephone. Each parent denied that inappropriate discipline was used with children in care.

**RULE/STATUTORY VIOLATIONS:**

APPLICABLE RULES	
R 400.8140(1)	Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation must be used.
ANALYSIS:	Positive methods of discipline are used with children in care by child care staff members at Loving Hearts Little Hands.

CONCLUSION:	<b>Violation Not Established</b>
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**ALLEGATION:** Infants are left to sleep in bouncy seats.

**INVESTIGATION:**

On 08/29/2023 the complainant stated they had video of two incidents where staff allowed children to fall asleep in a bouncy seat. The reporting person texted these videos to me.

On 09/05/2023 I showed PD the two videos showing children in bouncy seats and they appear to be asleep. She acknowledged that they were either former or current staff and that the infants in the two videos appeared to be asleep. She has trained all her staff on safe sleep practices and showed the training documentation to me.

On 10/05/2023 I spoke with Child A's Mother, Child B's Mother and Child C's Mother by telephone. Child A and Child B are currently enrolled in the infant classroom. Both mothers had no concerns regarding safe sleep for their infants. Child C's Mother has had a child in the classroom recently who is now in another class, however she has had multiple children in care since they were infants. She has not had any concerns that safe sleep was not followed for her children.

On 10/27/2023 I spoke with PD by telephone for an exit conference. I explained there will be a rule violation for children being allowed to sleep in unapproved sleeping space. I requested a corrective action plan to include training for all staff on safe sleep practices.

On 11/02/2023 PD submitted an approved corrective action plan.

**RULE/STATUTORY VIOLATIONS:**

APPLICABLE RULES	
R 400.8188	Sleeping, resting, and supervision.
ANALYSIS:	Child care staff members and PD did not follow safe sleep guidelines allowing infants to sleep in a bouncy seat.
CONCLUSION:	<b>Violation Established</b>

