



# HOT-BUTTON ISSUES

APRIL 2026

## “WE TRUSTED THEM” THE HOPE PARENTS FEEL AND THE BETRAYAL THAT FOLLOWS

Across Texas, thousands of daycare safety violations are cited every year, many involving supervision failures and preventable harm, according to the Texas Department of Family and Protective Services. Behind every one of those numbers is a family who thought they made a safe choice.

There’s a sentence we hear almost every time a parent calls us.

### “We trusted them.”

It’s rarely the first thing parents say. After recounting the incident, piecing timelines together, and sharing what the daycare told them, shock settles into something heavier. Then it comes out, almost quietly, but with unmistakable weight.

### “We trusted them.”

And every time we hear it, we think about everything that came before.

Before the incident, there were promises - bright classrooms, smiling teachers, and reassurances designed to give them peace of mind.



They’re told about low child-to-caregiver ratios, strong supervision, and policies that go beyond minimum standards. They’re told their child will be safe, watched, and cared for.

For working parents, those promises aren’t just comforting - they’re necessary. Trust is what allows them to walk out the door each morning and focus on everything else they’re responsible for.

Then comes the call. That’s when trust begins to break.

What we see over and over again is that the injury itself is only part of the story. What follows can be just as damaging.

When information is delayed, when details don’t line up, when explanations shift or feel incomplete, parents are left with a second realization: not only was their child hurt, but they may not be getting the full truth.

That feeling, of being misled, of being kept in the dark, is what brings many families to us.

And when we begin to investigate, the pattern is often the same. The cause of the injury isn’t complex or unpredictable. It’s something that should have been prevented.

A classroom left unsupervised. A ratio that wasn’t actually followed. A policy that existed on paper but not in practice. In case after case, the difference between safety and harm comes down to simple steps that were overlooked.

One of the hardest realities we confront is the amount of effort that sometimes goes into explaining, minimizing, or reshaping what happened after the fact.

And every time, we’re left with the same thought: if even a fraction of that attention had been given to protecting those children in the first place, these situations could have been avoided.

So when a parent says, “We trusted them,” we don’t hear a single sentence. We hear the promises made, the moment those promises fail, and the weight families carry afterward as they try to understand how something so important could have gone wrong.

We know this much is true: the responsibility was never theirs to carry alone. It belonged to the people who were entrusted with their child’s safety.

If something doesn’t feel right about your child’s experience at daycare, even if you’re not sure what happened or whether it “counts,” it’s worth asking the question.

We’re here to listen, to help you understand your options, and to make sure you’re not left in the dark. Because trust should never come with uncertainty.

- Russell Button and  
Ashley Knarr

# BUDDY BUTTON'S ADVENTURES FUN FOR RAINY DAYS

At The Button Law Firm, we often meet families in difficult moments - when something has gone wrong, and trust has been broken.

But we want you to feel supported in more than just those moments. We also want to be part of the experiences that help shape how children grow, learn, and see the world around them.

That's why we created Buddy Button's Adventures.

Each month, Buddy, our firm's mascot, will take kids on a new themed adventure designed to be simple, fun, and meaningful.

Some months will focus on safety. Some will focus on curiosity and learning. And some, like this one, are just about slowing down and enjoying a moment together.

This month, Buddy is embracing the rain: boots on, umbrella up, and ready to splash through puddles.



Inside this month's activity pack, you'll find:

- **A rainy day-themed word search**
- **A coloring page featuring Buddy out on a springtime adventure**

It's something kids can do on a quiet afternoon, a rainy weekend, or anytime they need a little creative break.

## DOWNLOAD THIS MONTH'S ADVENTURE

Grab your copy of the Buddy Button April Showers Activity Pack by scanning the QR code below.

Print it out, keep it on hand, and bring it out the next time the rain rolls in!



This is just the beginning.

Each month, we'll release a new adventure with fresh activities and a new theme - so be sure to keep an eye out for what's next.

## STORY: BUDDY'S RAINY DAY

April arrived with gray skies and steady rain—the kind of weather that usually sends people running indoors. But not Buddy.

He zipped up his raincoat, pulled on his bright yellow boots, grabbed his umbrella, and stepped outside with a smile. Then came the first jump—SPLASH.

Right into a puddle.

Before long, he was hopping from puddle to puddle, laughing as water sprayed around him.

What looked like a gloomy day to everyone else turned into something entirely different—an adventure.

And as he made his way through the neighborhood, Buddy noticed something else.

The rain was helping flowers grow. It was washing everything clean. It was filling the streets with tiny streams and new life.

April showers, it turns out, aren't just about the rain. They're about what comes next.

## BLF CLIENT REVIEW

The Button Law Firm was by far the best decision I could've ever made when choosing a representative to fight for justice for my baby. My daughter was injured at her daycare by someone we unfortunately trusted to keep her safe. The Button Law Firm was compassionate, empathetic, supportive, resourceful, communicative, & well organized. I was never left in the dark about what was happening. The team continuously checked in on her, and they genuinely sought out to help in any way they could. I'm beyond grateful to have stumbled upon their presence. I have no words for the appreciation my family has for this business.

**- Marisa S.**

# TWO YEARS OF RAISING THE BAR

## HOW MARGO HAS HELPED SHAPE BLF'S VOICE, GROWTH, AND DIRECTION

At The Button Law Firm, we believe the strongest impact comes from people who not only understand our mission but also actively work to expand it. Over the past two years, our Marketing Manager, Margo, has done exactly that.

When Margo joined the firm, BLF already had a clear focus, a strong voice, and a commitment to serving families in daycare and child injury cases. From the start, her goal was to build on that foundation and take it to the next level.

Since then, Margo has played a key role in shaping and strengthening the firm's marketing and outreach efforts. From bringing the firm's newsletter in-house to helping launch new marketing initiatives and community campaigns, her work has helped expand how the firm connects with clients, families, and attorneys.

But what sets Margo apart most isn't just what she's helped build—it's the perspective she brings.

Through the stories of the families we represent, she has developed a deep understanding of the resilience it takes for people to speak up and ask for help. That understanding shows up in the way she approaches every project, ensuring that the firm's message reflects not just what we do, but why it matters.



**"Margo has done an incredible job taking what we stand for and elevating how we share it,"** said Russell.

**"She understands the importance of connecting with people in a real way, and her work has helped us do that better across the board."**

That impact is felt across the entire team.

**"Margo brings a level of intention and thoughtfulness to everything she touches,"** said Ashley.

**"She's always thinking about how to improve what we're doing and how to make sure it truly reflects who we are as a firm. She's made a huge difference over the past two years."**

Part of what makes Margo so effective is her ability to balance creativity with purpose. Whether she's developing new campaigns, refining messaging, or building out an initiative, she approaches every project with a focus on growth, connection, and long-term impact.

Outside of work, this past year also brought a meaningful addition to her life, a husky named Sesame, whom she adopted last June. Full of personality and energy, Sesame has quickly become a constant source of joy and a reminder of the impact that second chances can have.

Over the past two years, Margo's work has helped shape not just the firm's marketing efforts but also how its mission is experienced by the people it serves.

We're incredibly grateful for the dedication, creativity, and perspective she brings to The Button Law Firm, and we're excited to see the continued impact she'll make in the years ahead.

# BLF BEHIND THE SCENES



Elizabeth and Kelly at an LSU baseball game.



Russell and Sammy enjoying a sunset fire on the lake.



Ashley celebrating her nephew Harrison's birthday.

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RAINY DAYS GIVE YOU  
TIME TO PAWS & REFLECT

## INSIDE THIS ISSUE

- 1 The Cost of Broken Trust**
- 2 Buddy's April Coloring Page & Word Search**
- 3 Margo's Second Year at BLF**
- 4 A Devastating Injury at a Family Entertainment Center**

## WHEN SAFETY IS LEFT UNATTENDED: THE DAY THAT CHANGED EVERYTHING

What was supposed to be a fun afternoon at a birthday party became a moment this family will never forget.

A young girl was attending a friend's party at a family entertainment center, where children could jump from a platform onto an inflatable landing pad below—an activity meant to be safe when properly maintained and supervised.

She took her turn and jumped, but when she landed, something wasn't right.

The inflatable pad had lost a significant amount of air. Instead of absorbing her fall, it collapsed beneath her, causing her to hit the bottom with force. She immediately cried out in pain and was unable to move. Her mother rushed to her side—and quickly realized something even more concerning.

There were no staff members nearby.

In a moment no parent should face, she had to leave her daughter's side to find help. Eventually, an employee called 911, and emergency responders treated the child before safely removing her.

She was later diagnosed with serious fractures in her leg. That's when her parents reached out to The Button Law Firm.

Her mother kept returning to one question: "Where were the workers, and why wasn't anyone watching?"

As the investigation began, the facility suggested the incident was simply an accident—or somehow the child's fault, but the facts told a different story.

This was not the first time a child had been injured at this facility. Prior incidents raised concerns about supervision, equipment maintenance, and preventable risks.

In an environment like this, supervision isn't optional—it's essential.

As the case developed, one question remained: If this had happened before, why hadn't it been prevented?

We held the facility accountable for the safety failures that led to this injury, securing a life-changing result for the family.

Because preventable injuries should never be dismissed, and when safety is ignored, families deserve answers.

