



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

January 7, 2019

## Amended Report

Janice Ervay  
World Of Wonder Childcare Center, Inc.  
302 Hanson St  
Hart, MI 49420

RE: Lic./Reg. #: DC640346173  
Investigation #: **2018D0719019**  
**World Of Wonder Childcare Center**

Dear Ms. Ervay:

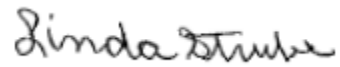
Attached is the Special Investigation Report for the above referenced facility. This report was amended to fix clerical errors. The conclusion for rule 8140 (2) has been changed to not established and the conclusion for rule 8125 (1) has been changed to established. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please feel free to contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Per MCL 722.113g, this report and any related corrective action plans must be filed in your licensing notebook.

Sincerely,

A handwritten signature in cursive script that reads "Linda Strube".

Linda Strube, Licensing Consultant  
Bureau of Community and Health Systems  
2700 Baker St.  
P.O. Box 4290  
Muskegon Heights, MI 49444  
(231) 215-4608

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
BUREAU OF COMMUNITY AND HEALTH SYSTEMS  
SPECIAL INVESTIGATION REPORT**

**I. IDENTIFYING INFORMATION**

<b>License/Registration #:</b>	DC640346173
<b>Investigation #:</b>	2018D0719019
<b>Complaint Receipt Date:</b>	07/30/2018
<b>Investigation Initiation Date:</b>	07/31/2018
<b>Report Due Date:</b>	09/28/2018
<b>Licensee Name:</b>	World Of Wonder Childcare Center, Inc.
<b>Licensee Address:</b>	302 Hanson St Hart, MI 49420
<b>Licensee Telephone #:</b>	(231) 861-5831
<b>Administrator:</b>	Janice Ervay, Designee
<b>Licensee Designee:</b>	Janice Ervay, Designee
<b>Name of Facility:</b>	World Of Wonder Childcare Center
<b>Facility Address:</b>	302 Hanson St Hart, MI 49420
<b>Facility Telephone #:</b>	(231) 873-1886
<b>Original Issuance Date:</b>	07/30/2014
<b>License/Registration Status:</b>	REGULAR
<b>Effective Date:</b>	01/30/2017
<b>Expiration Date:</b>	01/29/2019
<b>Capacity:</b>	30
<b>Program Type:</b>	CHILD CARE CENTER

## II. ALLEGATION(S)

	<b>Violation Established?</b>
On 07/27/18, program director, Ms. Amanda Ervay slapped Child A's (male, age 2) mouth because he did not want to eat his food.	Yes
On an unknown date, an unknown caregiver forced Child B (female, age 5) to finish her milk by threatening to make her stand against the wall if she did not finish.	No
On an unknown date, an unknown caregiver spanked one of the babies for not wanting to take a nap	No
Additional findings	Yes

## III. METHODOLOGY

07/30/2018	Special Investigation Intake 2018D0719019
07/31/2018	Special Investigation Initiated - On Site From approximately 4:00 to 5:30 pm. Interviewed licensee, program director and assistant caregivers. Gathered child information cards to contact parents.
09/07/2018	Contact - Telephone call made Call to Child A and B's Mother
09/07/2018	Contact - Telephone call made Call to Child C's Mother
09/07/2018	Contact - Telephone call made Call to Child D and E's Mother
09/07/2018	Contact - Telephone call made Call to Sherry Wilkie-Food Program
09/12/2018	Contact - Telephone call made Call to Child A and B's Mother
09/12/2018	Contact - Telephone call made Call to Sherry Wilkie-Food Program
09/12/2018	Inspection Completed-BCAL Sub. Compliance
09/12/2018	Contact-Telephone call made to Sherry Wilkie

09/12/2018	Exit interview with Janice Ervay

**ALLEGATION:** On 07/27/18, program director, Ms. Amanda Ervay slapped Child A's (male, age 2) mouth because he did not want to eat his food.

**INVESTIGATION:** An onsite inspection was completed on 07/31/18 from approximately 4:00 to 5:30 pm. I explained the allegations to the licensee, Ms. Janice Ervay. Ms. Ervay explained that the program director, Ms. Amanda Ervay, was encouraging Child A (male, age 2) to eat his ravioli, and she put her hand over Child A's mouth to keep him from spitting his food out. Ms. Ervay was present when this occurred, and she stated that Ms. Amanda Ervay did not slap Child A.

Ms. Amanda Ervay was extremely upset and emotional during my interview with her. She stated that Child A and Child B's Mother misunderstood what had happened with Child A. She explained that children are encouraged to take a bite of all of the food that is on their plate. If they do not like something after taking the initial bite, they do not have to finish it. Ms. Amanda Ervay gave Child A a small bite of ravioli, and he started to gag. She reported that she quickly put her hand over his mouth to catch whatever he spit out so that he did not get it on his clothes or on the table. She stated that Child B probably heard a "popping" sound when she put her hand over his mouth, but she did not slap him.

Ms. Ashlea Bradford reported that she works between the infant/toddler room and the preschool room. Ms. Bradford indicated that she was in the room when the incident between Ms. Amanda Ervay and Child A occurred. She observed that Child A willingly took a bite of the ravioli, and then tried to spit it out. When he did this, Ms. Ervay put her hand to Child A's mouth in an attempt to catch the food. She stated that Ms. Ervay did not slap Child A.

Ms. Caroline Bouzis is the caregiver for school age children. She reported that she did not work on the day that this incident occurred.

Child A and B's Mother reported that Child B told her that Ms. Amanda Ervay slapped Child A's mouth when he attempted to spit out his food. She indicated that she later talked to Ms. Amanda Ervay, and she explained that she had only put her hand up to Child A's mouth because she did not want him to spit the food out on the table. Ms. Amanda Ervay told her that Child B probably thought that she slapped Child A because it made a popping noise. Child A and B's Mother stated that maybe Child B did misunderstand what she heard and saw. Child A and B's Mother stated that she feels like an incident like this will not happen again. She indicated that she considered finding another child care center, but it is very difficult to find child care in her area. She expressed that she feels better now because Child A is now in Head Start, and Child B is back in school.

Child C's Mother reported that Child C (female, age 9) has been attending this child care center for about two years. Overall, she has had a good experience; however, recently there was an upsetting incident involving caregiver, Caroline Bouzis. Child C's Mother stated that program director, Amanda Ervay, reported the incident to her. She explained that Child C was interacting with some of the younger children and was asking questions like, "are you my friend" and "do you like me". Ms. Bouzis told her that nobody is your friend, and nobody likes you. She then stated, "You're not

the only one in the world who has problems”. Child C’s Mother reported that she advised Child C to follow the rules and avoid Ms. Bouzis. Child C told her that she tries to avoid Ms. Bouzis, but she keeps following her around.

Child D and E’s Mother reported that she has no concerns regarding the care that Child D (female, age 2) receives from staff at the center. Child E (female, age 7) no longer receives care at the center, but she was always happy with the care she received from caregivers as well.

Child F’s Mother reported that she feels that Child F (female, age 2) receives appropriate care from caregiving staff at this center. She reported that Child F is only two, so she cannot verbalize what goes on at the center.

Food program worker, Sherry Wilkie, reported that she talks to caregivers about offering food and milk to children, but she has never advised caregivers to make children eat or drink if they do not want to. She stated that she has never advised caregivers to punish children for not eating.

<b>APPLICABLE RULE</b>	
<b>R 400.8140</b>	<b>Discipline.</b>
	(2) All of the following means of punishment shall be prohibited: (a) Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
<b>ANALYSIS:</b>	Ms. Ervay did not ensure that prohibited forms of discipline were not used. Ms. Amanda Ervay “popped” Child A in the mouth in an effort to keep him from spitting his food out. She admitted that when she put her hand to Child A’s mouth it made a popping sound heard by Child B.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION:** On an unknown date, an unknown caregiver forced Child B to finish her milk by threatening to make her stand against the wall if she did not finish.

**INVESTIGATION:** Ms. Janice Ervay reported that children are expected to take a “thank you” bite of everything that is on their plate. If they do not like the food after trying it, they do not have to finish eating it. If children refuse to take a “thank you” bite they are not punished. Ms. Janice Ervay reported that, according to the food program worker, Ms. Sherry Wilky, children must drink their milk. To ensure that children drink their milk, it is served three to five minutes before they are served their

food. When asked what would happen if children refuse to drink their milk, Ms. Janice Ervay was adamant that they have to drink their milk because it is good for them. After being questioned further, she eventually conceded that children do not have to drink their milk if they refuse to drink it. Ms. Janice Ervay denied that children are made to stand against the wall if they refuse to eat their food. She explained that children are disciplined by standing them against the wall for hitting, or for not listening after being told to do something several times. Children stand against the wall for a couple of minutes, and then staff talk to them about the behavior. After having a conversation with the children about the unacceptable behavior, they are allowed to go back to whatever activity the group is engaged in. Ms. Janice Ervay reported that children are not spanked for any reason.

Ms. Amanda Ervay reported that children are served their milk about three to five minutes before they are given their food because it is very important that they drink their milk. If children refuse to drink their milk, they will be given their food. Ms. Amanda Ervay reported that children have to stand against the wall if they are misbehaving so that they can have time to “regroup”. She explained that children are not disciplined for refusing to eat their food or drink their milk. Children are only made to stand against the wall for a couple of minutes. This form of discipline is only used for children over the age of three.

Ms. Ashlea Bradford reported that she has never seen any caregiver physically discipline any child. Ms. Bradford stated that all children have to take a “no thank you” bite. Children are also expected to drink their milk. Milk is served to children before the food is served. If children refuse to take a “no thank you” bite, or drink their milk, they are allowed to finish eating what is on their plate. Ms. Bradford reported if children are misbehaving, they are first talked to. If they continue to misbehave, they have to stand against the wall. She explained that the age of the child determines how long they have to stand against the wall. Children over three years old are made to stand against the wall for one minute for every year old they are.

Ms. Bouzis explained that she works with the school age children and does not interact much with the infant/toddler and preschool classrooms. She clarified that all children eat together at the center, so she has contact with the other caregivers and children during meal times. Ms. Bouzis indicated that she has never seen children being forced to eat anything, but they are expected to drink their milk, and at least try everything on their plate. She doesn't know what would happen if they refused to eat or drink something. She reported that children are made to stand against the wall for a minute or two if they do something like hit another child. Ms. Bouzis reported that, to her knowledge, children do not have to stand against the wall if they refuse to eat their food.

Child A and B's Mother reported that Child B told her that on one occasion, an unknown caregiver told her that she would have to stand against the wall if she did not eat her food. Child B told her that she did not have to stand against the wall, but



she has observed other children being punished in this manner for not eating their food.

Child C's Mother indicated that Child C never reported having to eat all of her food. She also never complained about being disciplined by having to stand against the wall.

Child D and E's Mother reported that Child E never complained about being made to eat food that she did not like. Child E never reported being disciplined by having to stand against the wall.

Child F's Mother explained that Child F is a picky eater, and caregivers have reported that she will not eat bread items. Caregivers recently served peanut butter toast for breakfast, and Child F would not eat the bread, so she just had peanut butter. They also had difficulty getting Child F to drink from a sippy cup. They eventually tried a 360 sippy cup and that seems to be working. Child F's Mother feels that caregivers have handled eating challenges appropriately.

During the exit interview, I discussed with Ms. Ervay that children cannot be forced to eat or drink. She agreed that staff will not threaten children with punishment if they chose not to eat their food or drink their milk. Ms. Ervay asked if it would be appropriate to expect children to sit at the table while the other children are eating, and I expressed that it would be appropriate to encourage them to remain at the table during meals and snacks.

<b>APPLICABLE RULE</b>	
<b>R 400.8140</b>	<b>Discipline.</b>
	(2) All of the following means of punishment shall be prohibited:  (c) inflicting mental or emotional punishment such as humiliating, shaming or threatening a child.
<b>ANALYSIS:</b>	Ms. Ervay did not utilize prohibited forms of discipline to ensure that children eat their food and drink their milk. It does not appear that caregivers threaten children if they do not want to finish their milk.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:** On an unknown date, an unknown caregiver spanked one of the babies for not wanting to take a nap.

**INVESTIGATION:** Ms. Janice Ervay reported that children are not spanked for any reason. She explained that she is in the room when the infants and toddlers are napping, and no child has ever been spanked for not wanting to nap.

Ms. Amanda Ervay explained that naptime is from 1:00 to 2:30 pm, and all children 5 years and under are expected to nap during this time. If children do not want to nap, they are not given the option of doing a quiet activity such as reading or coloring. Children over the age of 5 years do not have to take a nap, but they can nap if they want to. She reported that Ms. Janice Ervay is always in the infant and toddler room when children are napping. Ms. Amanda Ervay has never heard anything about a child being spanked because he/she did not want to nap.

Ms. Ashlea Bradford reported that children are not physically disciplined, and she has never observed any caregiver spank a child for not wanting to nap.

Ms. Bouzis reported that she has never heard of any child being spanked for not wanting to nap.

Child A and B's Mother reported that Child B observed one of the babies being spanked for not wanting to take a nap. Child B did not know who the baby was or who the caregiver was. She did not have any other information regarding this incident.

Child C's Mother reported that she has never heard of any child being physically disciplined for any reason.

Child D and E's Mother reported that she has never heard of any child care children being physically disciplined.

Child F's Mother reported that she has not heard about any children being spanked for not wanting to nap. She stated that Child F does not have the necessary skills to verbalize this type of incident.

<b>APPLICABLE RULE</b>	
<b>R 400.8140</b>	<b>Discipline.</b>
	(2) All of the following means of punishment shall be prohibited: (a) Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
<b>ANALYSIS:</b>	There is not evidence that a child was spanked for not wanting to nap.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

## ADDITIONAL FINDINGS

**INVESTIGATION:** Child C's Mother reported that there was an upsetting incident involving caregiver, Caroline Bouzis. Child C's Mother stated that program director, Amanda Ervay, reported the incident to her. She explained that Child C was interacting with some of the younger children and was asking questions like, "are you my friend" and "do you like me". Ms. Bouzis told her that nobody is your friend, and nobody likes you. She then stated, "You're not the only one in the world who has problems". Child C's Mother reported that she advised Child C to follow the rules and avoid Ms. Bouzis. Child C told her that she tries to avoid Ms. Bouzis, but she keeps following her around.

On 09/12/18, I interviewed Janice Ervay regarding assistant caregiver, Caroline Bouzis making inappropriate comments to Child C. Ms. Ervay confirmed that Ms. Bouzis was irritated with Child C because she is always asking caregiving staff and children if they like her, or if they are her friend. She told Child C, nobody is your friend, and nobody likes you. She then stated, "You're not the only one in the world who has problems". Ms. Ervay was not at the center on the day that this incident occurred, but Ms. Amanda Ervay was present, and was very upset about how Ms. Bouzis interacted with this child. She told Ms. Bouzis that this type of behavior would not be tolerated, and if it happened again, her employment with the center would be terminated. Ms. Bouzis apologized to Child C.

<b>APPLICABLE RULE</b>	
<b>R 400.8125</b>	<b>Staff and volunteers</b>
	(1) All staff and volunteers shall provide appropriate care and supervision of children at all times.
<b>ANALYSIS:</b>	Ms. Caroline Bouzis did not provide appropriate care and supervision of children at all times. Ms. Bouzis became frustrated with Child C's interactions with other child care children and handled the situation in an inappropriate and shaming manner.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

## IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend no change in the license status.

Linda Strube

09/24/18

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Linda Strube  
Licensing Consultant

Date

Approved By:

Katrice Sweet

09/24/2018

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Katrice Sweet  
Area Manager

Date

Amendment approved by:

Katrice Sweet

01/07/2019

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Katrice Sweet  
Area Manager

Date