



GRETCHEN WHITMER
GOVERNOR

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

Michelle Richard
ACTING DIRECTOR

4/13/2024

Elva Walker
1536 Park St.,
Muskegon, MI, 49441

License Number: DG610096270
Special Investigation Number: SI-00119858

Dear Elva Walker,

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 400.1913(3)(b)	Use any substance in a child's mouth such as, but not limited to, soap, hot sauce, or vinegar."

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

- I interviewed: Elva Walker, CCSM2, CCSM3, CCSM4, Child A's Mother, Child A's Grandmother, Child B's Mother, Child C's Father.
- I completed on-site inspections on the following dates: 3/4/2024

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

Rule/Law Number	Rule Description
R 400.1913(3)(b)	Use any substance in a child's mouth such as, but not limited to, soap, hot sauce, or vinegar."

Due to the violations, you must send us a [corrective action plan](#) by 5/4/2024. You can use our corrective action plan form or create your own.

If you need help writing the corrective action plan, please contact licensing consultant Amanda Wendell at (231) 492-5410 or wendella@michigan.gov. If you do not send a corrective action plan, you may face disciplinary action. The corrective action plan 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.

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, Amanda Wendell at (231) 492-5410 or wendella@michigan.gov. In the event that Amanda Wendell is not available and you need to speak to someone immediately, please contact the Child Care Licensing Bureau at 517-284-9730.

Sincerely,

Amanda Wendell

Amanda Wendell, Licensing Consultant

Enclosure

**MICHIGAN DEPARTMENT OF
LIFELONG EDUCATION, ADVANCEMENT, AND POTENTIAL
CHILD CARE LICENSING**

Report Type: Special Investigation Report

Date of Report: 4/13/2024

Special Investigation Number	Complaint/Incident Receipt Date
SI-00119858	2/27/2024
Investigation Initiation Date	Report Due Date
3/7/2024	4/27/2024
License Number	Licensee Name(s)
DG610096270	Elva Walker
Capacity	Facility Name
14	Elva Walker
Program Type	Mailing Address
Group Home	1536 Park St., Muskegon, MI, 49441
Facility Address	Facility Email Address
1536 Park Street, Muskegon, MI, 494412447	ewalkersdaycare25@gmail.com
Facility Phone Number	License Status:
2317289173	Regular
Original License Issuance Date	License Expiration Date:
4/21/2001	11/4/2025
License Effective Date:	
11/5/2023	

ALLEGATION(S)

Violation Established?

Elva Walker did not provide appropriate discipline when washing a child's mouth out with soap.	Yes	
--	-----	--

METHODOLOGY

Date	Activity
3/7/2024	Special Investigation Case Created SI-00119858
3/4/2024	Contact – Phone Call Made Left message for CCSM1
3/4/2024	Special Investigation Initiated via Phone Call Interviews with complainant and Child A's Mother
3/4/2024	Inspection Completed On-Site 9:45 A.M. - 10:40 A.M. Interviews with Elva Walker, CCSM2, CCSM3 Obtained documents and policies

3/6/2024	Contact – Phone Call Received Telephone call from Elva Walker
3/6/2024	Contact – Phone Call Made Left message for CCSM1
3/6/2024	Contact – Phone Call Received From Child A's Mother
3/6/2024	Contact – Phone Call Made Interview with CCSM4
3/26/2024	Contact – Phone Call Made Interviews with Child B's Mother and Child C's Father
3/27/2024	Contact – Phone Call Made Left message for CCSM1
3/27/2024	Exit Conference with Elva Walker

ALLEGATION: Elva Walker did not provide appropriate discipline when washing a child's mouth out with soap.

INVESTIGATION:

On 2/29/2024, I received a complaint alleging that Child A (female, 2 years) attends the child care of Elva Walker. On 2/27/2024, Elva Walker put soap in Child A's mouth or on her lips because Child A said the "F" word. There were also concerns that there may be other inappropriate activities going on at the child care home.

Prior to completing an onsite inspection, I contacted the complainant. The complainant reported that Child A was cussing while in care and was suspended for a couple of days. Upon her first day back, Child Care Staff Member 1 (CCSM1) told Child A's Mother that Elva Walker washed Child A's mouth out with soap and was going to call and warn all the other child cares in the area about her mouth. The complainant went to the home and asked Elva Walker about the incident. According to the complainant, Elva Walker denied the incident, CCSM1 said, "yes you did," and Elva Walker said that she put soap on Child A's lips. The complainant also stated, "with them putting soap in their mouths, what else could they be doing?"

Following that conversation, I interviewed Child A's Mother. Child A's Mother reported that, on the day of the incident, Child A was present for an hour before Child A's Mother got a text from CCSM1 to come pick up her children because Child A was cussing. Child A's Mother denied that Child A cusses at home. She reported that, when she arrived to pick up Child A, CCSM1 told her "Elva washed her mouth out with soap," and said that Child A was eating the soap, "like it was nothing." Elva Walker was present during this conversation and said, "no I didn't." CCSM1 said she did, then Elva Walker said, "I put soap on my hand and put it on her mouth." Elva Walker told Child A's Mother that if Child A continues to act up, she will be kicked out and Elva Walker will "send a message to all the other daycares." Child A then was kept home from care for three

days. Child A's Mother reported that Child A has been attending the child care for 1 ½ years without any past issues. Child A's Mother denied any other concerns with the child care.

On the same day, I completed an onsite inspection at the home of Elva Walker. Elva Walker reported that they do not use any physical discipline or time-out. Child care staff members talk to the children and explain what they can and cannot do and talk with the parents about the behavior. If a problem is not resolved, the child will take "time off" from care. Elva Walker denied that she washed Child A's mouth out with soap or that she threatened to wash Child A's mouth out with soap. Elva Walker identified that she has been having problems with Child A's Mother and Child A's Grandmother, and that they are often uncooperative and there have been suspicions that they are "high." She reported that Child A's Mother "cusses her children out," and reported that she has asked her to stop because that is where the children are getting it from. On the day of the alleged incident, Child A's Grandmother asked Elva Walker who put soap in Child A's mouth. Elva Walker said that she washed her mouth off because she was cussing, telling Child A she had a "dirty mouth." She denied that she put soap in Child A's mouth but confirmed that the soap was used as discipline as a consequence for Child A's cussing. Elva Walker denied that CCSM1 told anyone that Elva Walker washed Child A's mouth out with soap. CCSM1 is off work for a month. Elva Walker denied the allegation saying she was going to contact other child care providers. Elva Walker identified that she mostly does paperwork, while her staff members do most of the hands-on child care. Child Care Staff Member 2 (CCSM2) and Child Care Staff Member 3 (CCSM3) were present during the onsite inspection. Elva Walker informed me that it was CCSM3's first day of work.

CCSM2 reported that she has worked at the home since October 2023 and works full-time, normally with CCSM1. As discipline, staff talk to the children, use reinforcement, and will sit with a child. She denied any physical discipline or that they put soap in children's mouth. CCSM2 reported that she was present on the day of the alleged incident. Child A's Mother and Child A's Grandmother came in the home very aggressively and accused Elva Walker of putting soap in Child A's mouth. CCSM2 denied that this incident happened. She identified that Child A swears, saying "not good words," and that they talk to her when she does this. CCSM2 denied that Elva Walker or any other child care staff members put soap on Child A's face. CCSM2 denied any concerns with the child care or with Elva Walker.

CCSM3 identified that today was her first day of work, and that she likes it. She reported that she has worked in child care before. As discipline, staff are to redirect children. No physical discipline is allowed, and she did not know anything about soap being put in a child's mouth. She denied any concerns with the child care.

On the same day, I left a voicemail for CCSM1, requesting a return call. On 3/6/2024 and 3/27/2024, I left voicemails for CCSM1, again requesting a return call. As of the date of this report, she has not called back.

On 3/6/2024, I received a telephone call from Elva Walker. She reported that Child A's Mother arrived to drop off Child A and Elva Walker, Child A's Mother, and Child A's Grandmother spoke. Elva Walker informed them that she was not washing Child A's face as discipline, just because it was dirty. Elva Walker reported that both Child A's Mother and Child A's Grandmother want the investigation closed.

On the same day, I received a telephone call from Child A's Mother, reporting that she, Child A's Grandmother, and Elva Walker had talked. Elva Walker reported to them that she was washing Child A's face and, when she got to her mouth, she said, "we wash the bad words away with soap," and that CCSM1 misheard what was said. Child A's Mother requested to have the investigation dismissed.

On the same day, I interviewed Child Care Staff Member 4 (CCSM4), who has worked at the child care home since February 2023. Things are going well. She has not worked in a couple of weeks because she has another job. CCSM4 identified that it is mainly the child care staff members who interact with the children but, when Elva Walker does interact with them, the interactions are positive. I informed her of the allegation, and she stated that she would be surprised if that happened. As discipline, staff redirect children, then utilize time-out if redirection did not work. If the misbehavior continues, parents are asked to keep their children home for 1-2 days. CCSM4 denied any concerns with Elva Walker, stating, "she loves the kids and is good to them."

In order to fully investigate the allegation, I contacted other parents of children in care. Child B's Mother denied any concerns with the child care. She denied knowing what the discipline policy is but reported that she has seen Elva Walker talking to parents about children and misbehaviors.

Child C's Father reported that Child C has been attending the child care for approximately 1 ½ years, that things are going well, and that his son loves it there. He denied knowing what Elva Walker utilizes for discipline, then stated, "I don't think she disciplines."

The discipline policy states that respect for other people and respect for property are stressed with the children. Children are not allowed to hit or shove other children or verbally abuse them, and that children are to treat material possessions with respect. When children are not behaving in respectful ways, Elva Walker reminds them of the proper behavior. If the child does not calm down or is belligerent, she will separate them from the other children. If a child continues to behave inappropriately, she will talk with parents.

