

Date Correction Plan Due 6/16/2023	NONCOMPLIANCE STATEMENT AND CORRECTION PLAN	TO FILE A COMPLAINT CALL 715-930-1148
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Use of Form: This form is used by certification / licensing staff to identify statute and / or administrative rule violation(s) and to outline imposed plans of correction, if applicable. This form is used by certified operators / licensed centers to meet the requirements of DCF 202.065, DCF 250.04(2)(i) and (3)(d), DCF 251.04(2)(L) and (3)(f), DCF 252.41(1)(L) and (2)(k). Failure to submit an appropriate correction plan by the due date listed above may result in sanctions identified in the statute and / or administrative rule. Public Schools may submit plans of correction however are not required to do so.

Instructions: The Noncompliance Statement below identifies the violation(s) of child care statute and / or administrative rule identified by the certification / licensing specialist. Complete the section labeled "Correction Plan" by indicating the steps that will be taken to address and correct each of the listed noncompliance(s). Identify expected completion date(s) for each item. Return the original to your certification / licensing specialist for approval and retain a copy. If this is a licensed child care, post your copy of the noncompliance statement and correction plan near the license in accordance with Wis. Stat. 48.657. This request for a correction plan is not an order imposing a sanction or penalty pursuant to Wis. Stat. 48.715. If the department decides to apply a statutory sanction and / or penalty for facts arising from this finding or a future finding, you will be given a notice of the sanction and / or penalty and your appeal rights.

Name - Certified Operator / Licensed Center Hand In Hand A Place For All Child		Provider Number / Facility ID Number 2000556142 / 001 - 520077	
Address - Facility (Street, City, State, Zip Code) 800 Wisconsin St Box 13 Eau Claire WI 547033588		Telephone Number 715-225-1471	Date - Regulation Visit 5/16/2023
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date
1	<p>251.04(6)(a)5. Child Record - Alternate Arrival / Release Agreement</p> <p>Description: The center was missing documentation of authorization from the parent outlining the plan for children to come to the center from school, home or other activities and/or go from the center to school, home or other activities unless the child is accompanied by a parent or other authorized person or transported by the center.</p>	<p>We have distributed the alternate arrival/release agreement forms to the respective parents for authorization. This form meets the requirements of DCF 250.04(6)(a)3. We will continue to use this forms each school year. We will hand out forms at the beginning of each school year in our registration packets, individually as needed and throughout the school year as needed.</p>	<p>6/1/2023</p>

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2	<p>251.04(6)(a)8.a. Child Record - Physical Exam - Under 2</p> <p>Description: Each child under 2 years of age shall have an initial health examination not more than 6 months prior to nor later than 3 months after being admitted to the center, and a follow-up examination at least once every 6 months thereafter. Child #6 and Child #8 do not have documentation of a follow-up exam within the past 6 months.</p> <p>Repeat violation: Previously cited on 4/28/2022, 12/3/2021, 5/21/2021</p>	<p>We have reviewed all all records, identified timelines that have health exam gaps and have notified parents of the necessary medical documentation needed to be completed with a copy provided to us. Additionally, all follow-up exams of every six months will be mandated.</p>	<p>8/31/23: Some of our families expressed it difficult to secure appointments within a short time span. The last scheduled appointment we have on file is 8/31//2023.</p>
3	<p>251.04(6)(a)8.b. Child Record - Physical Exam - Over 2, Under 5</p> <p>Description: Each child 2 years of age and under age 5 shall have an initial health examination not more than one year prior to nor later than 3 months after being admitted to the center. Child #4 has been in care for more than 3 months and did not have a child health report on file.</p> <p>Repeat violation: Previously cited on 4/28/2022, 12/3/2021, 5/21/2021</p>	<p>We are reviewing every child's record who is over two and under five to check for an initial health exam that was no more than one year prior and no later than 3 months than after the child's start date. If no exam is found, we notify the parents and request that they reach out to their child's physician in order to get this documentation to us. We do request that all children when they enter our Center have an initial health exam.</p>	<p>8/31/2023</p> <p>Same as Above.</p>

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4	251.05(2)(a)3.a. Staff Record - Physical Examination Description: The files for Staff 1C, 1E, and 1I did not contain documentation of a physical examination report completed within 12 months before or within 30 days after beginning work with children in care, indicating the person is free from illness detrimental to children, including tuberculosis, and physically able to work with young children. The file for Staff 1H did not contain documentation of a physical examination report that indicated she was physically able to work with young children. Repeat violation: Previously cited on 4/28/2022, 5/21/2021	We have reviewed all employee files for updated TB tests and Physical Exams. We are requesting that ALL staff without a TB Test or Physical Exam schedule them ASAP and provide us with accurate data on required formats. We have secured appointments for physical exams and TB tests for all employees within thirty days of beginning work, and have reissued one staff with a Physical Examination request due ASAP. We are providing all new staff with the necessary forms/information, medical site and waiver fee for completing this process.	All new staff must complete a physical or show medical proof via documentation of having had a Physical Examination within 12 months of beginning an employment position in a Child Care center or within 30 days of hire. We will provide the necessary documentation forms to assure correct acceptance via licensing. August 1, 2023	Insert text here
5	251.05(3)(b) Abusive Head Trauma Prevention Training Description: Documentation of completion of Abusive Head Trauma (AHT) training was not observed in the file for staff 1G. AHT training is required to be completed before a child care worker begins to work with children under age 5. Repeat violation: Previously cited on 4/28/2022, 5/21/2021	All new staff (and any current staff) who not have their AHT training will be mandated to take and pass the AHT training before they will be allowed to work with children in our Center.	July 10, 2023	

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6	<p>251.05(3)(c) Cardiopulmonary Resuscitation Training</p> <p>Description: Staff 1E was missing documentation of having obtained a certificate of completion for infant and child cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED) use from an agency approved by the Department within 3 months of employment.</p> <p>Repeat violation: Previously cited on 4/28/2022, 5/21/2021</p>	<p>We have scheduled and mandated a CPR and First Aid training course for our staff on 8/2/2023. There is no fee for this course, Hand in Hand will pay the training fees, and staff will receive credit for completing this course. The second of two trainings this year (2023) is scheduled for 8/2/23. This is the first available date our trainer was available for the training.</p> <p>Insert text here</p>	<p>Those employees currently employed with Hand in Hand as of 6/6/2023 have had one opportunity for this CPR training and completed the course. We have another training session scheduled for 8/2/2023; all staff are invited who need training.</p>	
7	<p>251.05(3)(cm) Child Abuse & Neglect - Biennial Training</p> <p>Description: Staff 1G and 2B were missing documentation of having received training within the past two years on child abuse and neglect laws, identification, and reporting.</p> <p>Repeat violation: Previously cited on 4/28/2022, 5/21/2021</p>	<p>We are reviewing all records of current staff and will be issuing a mandated Child Abuse & Neglect training for any employees who do not have validation of this course. Additionally, all new employees must complete the Child Abuse & Neglect training prior to working in the classrooms with children. We have created a spreadsheet to document when current employees are due to complete this training.</p>	<p>June 23, 2023</p> <p>✓</p>	
8	<p>251.05(3)(f)3. Child Care Teacher - Entry-Level Training</p> <p>Description: Staff 1D and 1G are being used as child care teachers without documentation of them having completed the educational requirements of a teacher position prior to assuming the position.</p>	<p>Staff 1 G has completed both courses. Staff 1 D is in the process of completing their coursework. In the future we will ensure that teaching staff have their certificates prior to being a teacher in a classroom.</p>	<p>7/28/2023</p>	

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9	<p>251.05(3)(g)2. Assistant Child Care Teacher - Qualifications</p> <p>Description: There was no documentation of completion of a non-credit department-approved course or a credit course in early childhood education for Staff 1E & 1I, who have been at the center for over 6 months. An assistant teacher is required to complete entry level training within 6 months of their hired date.</p>	<p>Training materials have been purchased for these two Staff members. I expect that the two staff who have been here for over six months will complete this training by August 1, 2023. As for newly hired staff, I expect that they complete their coursework within two months of hire.</p>	8/31/2023	
10	<p>251.05(4)(a) Staff Orientation - Develop, Implement, Document</p> <p>Description: Staff 1E, 1G, 1H and 2B were missing documentation of having received a complete orientation within their first week at the center.</p> <p>Repeat violation: Previously cited on 4/28/2022, 5/21/2021</p>	<p>We were using our own Orientation form and training that did not meet the DCF standards. We will begin to use the DCF Orientation training and form with all staff from this point forward. Staff 1E, 1G, 1H, and 2B have completed the Staff Orientation form and training.</p>	6/15/2023	
11	<p>251.05(4)(c)1. Continuing Education Requirement - Full Time Staff</p> <p>Description: Contrary to rule, Staff 1D, 1F and 2B did not have documentation of enough hours to meet the yearly requirement of 25 continuing education hours needed in 2022.</p>	<p>All staff have been informed in the 2023 Continuing Education Requirement of 15 credits.</p> <p>Our Center has provided resources, referrals, ideas and assistance for Staff to complete these requirements, from online learning to credit courses and in-person courses. This is an ANNUAL requirement which needs to be met (15 credits) within annual date of hire.</p>	<p>Our Administrative Assistant is keeping a spreadsheet of all staff courses/credits work based on annual staff work. This spreadsheet is reviewed bi-monthly.</p>	

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12	<p>251.07(4)(d) Naps Or Rest Periods - Individual Bedding</p> <p>Description: Children in the Sea Turtles and Penguins rooms were observed napping on cots with only blankets. Individually identified sheets are also required when blankets are used.</p>	Hand in Hand has purchased all new bedding (sheets) for two classrooms which will now satisfy the 251.07 (4)(d) mandate. We will continue to monitor sheet use, quality and cleanliness as routine care. We currently have enough sheets for all of the beds in the Center plus extras.	5/22/2023	
13	<p>251.07(6)(f)1.a. Medication Administration - Parent Authorization</p> <p>Description: On file for two children in the Starfish room were blanket medical authorizations for children's liquid pain reliever that exceeded the length of time specified on the labels. Blanket authorizations are prohibited when they exceed the length of time specified on the label.</p>	We will monitor and pull any medication for the children that has "blanket" authorizations (medications that have exceeded the length of time) specified on the label for dispensing. Medications will be immediately removed from the classroom at this point. We have initiated this modification of the licensing report issued: 6/2/2023 on 6/2/2023.	We have initiated this modification per notification of the licensing report issued: 6/2/2023.	
14	<p>251.07(6)(f)1.b. Medication Administration - Containers & Labeling</p> <p>Description: Per rule, medication must be in the original container and labeled with the child's name. The Starfish room medication box contained two bottles of liquid children's pain reliever that were not labeled with a child's name.</p>	We have taken the two bottles of children's pain reliever that were not labeled with a child's name out of the classroom and out of our Center. We are now having our Administrative Assistants collect ALL medications upon drop-off of the children with their parents. A short medication briefing is held to identify original bottle, and that the correct name of the child is clearly visible on the medication bottle.	5/22/2023	

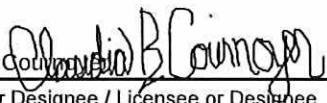
Our H.R. manager will complete these annually for all staff that fit in this category.

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15	251.08(4)(b) Driver Orientation - Requirement Description: There was no documentation that Staff 1I, 2A, 2B & 2C had received the required annual licensing driver training. Repeat violation: Previously cited on 8/19/2022	Any staff transporting children or using the Reach/Hand in Hand vans will complete the Driver Orientation. This will be completed any/all staff that will be transporting children or using the company vans for business use.	6/16/2023	
16	251.08(4)(c)1. Driver Record - Obtain & Review Description: There was no documentation that an annual driving record had been obtained and reviewed for Staff 2A & 2B. Repeat violation: Previously cited on 8/19/2022	Our H.R. manager will complete these annually for all staff that fit this category. These will be completed prior to the start of Summer Camp and 4K going forward.	5/16/2023	
17	251.09(1)(b) Infant & Toddler - Location & Sharing Intake Information Description: Rule states that admission information for an infant or toddler shall be on file in the room or area to which the child is assigned and known to the child care worker. Several admission information forms for children who were physically located in the Starfish room were not in the room with them as those children had been moved from their regular assigned room. The admission information was in their regular assigned room.	We have advised ALL staff that all child information data (admission information) be available an with both staff and child and accessible in the classrooms, play areas and outdoors at all times. If any of the children are moved from their regular classrooms, the intake information will be accessible and follow the children and corresponding staff at all times. We have reviewed the importance of maintaining this data with the children throughout the Center, on Field Trips or off-site activities. We reviewed and our monitoring this procedure as of 6/1/23.	06/01/2023	

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18	<p>251.09(1)(c) Infant & Toddler - Documenting Changes In Development</p> <p>Description: An Intake for Children Under 2 form for Child #8 was missing documentation of having been updated every three months to reflect changes in the child's development and routines based on discussion with the parent.</p> <p>Repeat violation: Previously cited on 12/3/2021, 5/21/2021</p>	<p>All staff working with children under the age of two have been trained to maintain Documenting Changes in Development as of 6/10/2023. They will maintain documentation every three months.</p>	6/13/2023	
19	<p>251.09(1)(e) Infant & Toddler - Provider Training</p> <p>Description: Staff 1F, a regularly assigned child care teacher for infants and toddlers, does not have documentation of completion of a minimum of ten hours of training in infant and toddler care approved by the Department within six months after assuming the position.</p>	<p>We have reviewed all staff qualifications and are putting all of our staff into "training" programs which will qualify them for a minimum of ten hours of training in Infant and Toddler care) a approved by the DCF in order to work with Infants and Toddlers at our Center. Staff 1 F will complete the course by July 21, 2023.</p>	7/23/2023	

NAME - Agency Worker
Jennifer Stubbe

Claudia B. Gonnora



Date Issued
6/2/2023

SIGNATURE - Certified Operator or Designee / Licensee or Designee

Date Signed