

Date Correction Plan Due 10/27/2025	NONCOMPLIANCE STATEMENT AND CORRECTION PLAN	TO FILE A COMPLAINT CALL 608-422-6765
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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 Kreative Kidz Academy		Provider Number / Facility ID Number 3000589333 / 001 - 2003625		
Address - Facility (Street, City, State, Zip Code) 4293 W Beltline Hwy Madison WI 537113859		Telephone Number 608-665-3086	Date - Regulation Visit 8/8/2025	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
1	<p>251.04(2)(c) Current, Accurate Information</p> <p>Description: All information provided to the department was not current and accurate during a complaint investigation when Staff B twice denied having seen Staff A hit a child, but when presented with evidence, Staff B finally admitted it happened. Staff A denied holding a hand stick while speaking to Child 1 at naptime, but evidence shows it occurred. Staff A said, "I don't know why anyone would say I was hitting [Child 1]," then later admitted to having hit and spanked Child 1. Based on staff interviews, staff said they are told, "Be careful how you're talking when licensing is here."</p>	<p>Upon clarification of the incident involving staff A, the center immediately terminated staff A's employment on August 8, 2025. Staff B received a written warning and retrained on required internal and external reporting procedures. All staff have completed retraining on recognizing and reporting inappropriate child guidance, with emphasis on reporting to license and licensing within 24 hours. The center now uses a standardized "incident & reporting form to ensure accurate documentation and timely notifications.</p>	8/8/25	

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2 251.04(3)(jm) Report - Prohibited Actions Description: The center failed to report a prohibited action to the department when Staff B witnessed Staff A engage in prohibited actions with Child 1 on 6/17/25. Additional instances of inappropriate child guidance committed by Staff A were also not reported to the department.	The center reinforced mandatory reporting procedures through a 1-Staff retraining, the child guidance and reporting policy now states that any staff observing or suspecting inappropriate guidance must report immediately to the director and licensing within 24 hours. Staff A was terminated - continue on back	8/19 9/10/2025	
3 251.04(6)(b) Current, Accurate Daily Attendance Record Description: Based on a review of attendance records from May 1 through June 18, 2025, attendance was not accurate when a child who was signed into the Preschool classroom on 6/16/25 was not signed out, and when a child was signed into the Infant/Toddler room on 6/18/25, but was not signed out.	The director reviewed classroom attendance documents and retrained staff on the importance of signing children in and out to accurately reflect presence. Although ratios were maintained, staff now sign in/out in real time using classroom sheets. The director will conduct spot checks twice daily.	9/10/2025	
4 251.05(2)(a) Staff Record - Maintenance & Availability Description: The file for Staff E, who has been working as an assistant or substitute at the center since 2001, was not provided when all staff files were requested during the licensing visit on 6/25/25.	Staff E is a volunteer as needed staff whose file was stored separately from regular employee files. Her file has now been added to the main filing system alongside other personnel files. The director implemented a checklist	10/10/2025	

to confirm all active, substitutes and volunteer staff records are stored together and immediately accessible.

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5	<p>251.05(2)(a)1. Staff Record - Personal Information</p> <p>Description: Personal information, including date of birth, previous work experience in child care - including the reason for leaving previous positions - and the names of persons to be notified in an emergency was missing for Staff B, Staff D and Staff F during the licensing visit on 6/25/25.</p>	<p>While childcare experience is not a requirement for employment, all remaining missing personnel information has now been added to staff files. The center now uses a personnel file completion checklist at hire and during quarterly file audits to prevent missing documentation going forward.</p>	<p>10/20/25 ↓ ongoing</p>	
6	<p>251.05(2)(a)6. Staff Record - Days & Hours Worked</p> <p>Description: Based on a review of staff work hours when they were counted in the staff-to-child ratio for May and June 2025, there were 34 instances in which a staff person who had signed into a classroom did not sign out.</p>	<p>Although staffing ratios were maintained, staff were retrained on the importance of signing in/out accurately to reflect classroom presence. A room assignment tracking chart has been implemented. The Director reviews staff time logs daily and addresses any discrepancies immediately.</p>	<p>10/20/25 ongoing</p>	
7	<p>251.05(3)(gr)3.a. Meal Prep Personnel - Training</p> <p>Description: Staff D, who was employed as the center cook, was missing documentation of having completed at least four hours of training in kitchen sanitation, food handling and nutrition prior to beginning work.</p>	<p>Staff D is no longer employed with the center. Future cooks will be required to complete at least four hours of documented training in kitchen sanitation, safe food handling, and nutrition before performing meal service duties. A training verification form is now included in new hire packet for kitchen staff.</p>	<p>10/20/25 ongoing</p>	

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8 251.05(4)(a) Staff Orientation - Develop, Implement, Document Description: Documentation that an orientation program was completed during the first week of employment was missing for Staff A and Staff B during the licensing visit on 6/25/25. Both of these staff have been working at the center more than five years.	Staff A and Staff B have been employed for over five years. During the process of updating and reorganizing personnel files into new folders, the orientation forms were mistakenly removed, though orientation did occur - turn over →	Completed 10/20/25	
9 251.06(4)(d) Exits & Passageways - Unobstructed, Minimum Width Description: During the licensing visit on 6/25/25, the front entry/exit door to the center was partially obstructed when it required a two-hand motion from the inside to open the door.	The entry door is newly installed and has been adjusted multiple times due to occasional sticking. A service request has been made to install a different handle mechanism to ensure consistent one-hand operations. Staff check the function of the door daily during open and close procedures and documents issues	Ongoing until new handle is installed!	
10 251.07(2)(e)1. Prohibited Actions - Corporal Punishment Description: Based on information gathered during a complaint investigation, Staff A hits Child 1 with a plastic hand stick on Child 1's hand and leg, and spanks Child 1 with their hands. The department has evidence that these actions occurred, and Staff A also admitted to having engaged in these actions. Staff A said, "I have spanked [Child 1]. I've taken [Child 1] into my office or in this bathroom" to spank them.	Staff A was terminated on August 8, 2025. All staff has completed Abusive Head Trauma training, mandatory reporting training, positive guidance retraining is scheduled to take place on November 20, 2025. Weekly unannounced classroom observations will be conducted by the director to ensure alignment with policy,	10/20/25 and ongoing	

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11	251.07(2)(e)2. Prohibited Actions - Verbal Description: Based on evidence gathered during a complaint investigation, Staff A has called Child 1 a 'thief' and tells children who are misbehaving, "If I come over there, I'll get you!"	Staff we retrained on trauma-informed language and professionalism in communication. The new policy explicitly prohibits threatening statements raised voices, or intimidation. Continued compliance will be monitored during weekly classroom observations.	10/20/25 and ongoing	
12	251.07(2)(e)5. Prohibited Actions - Cruel, Aversive, Frightening, Humiliating Actions Description: Based on complaint investigation evidence, Staff A engaged in cruel, aversive, frightening and humiliating actions at naptime on 6/17/25 when Child 1 was lying on their back on a cot in a room with other children, and Staff A bent over Child 1 while yelling at and threatening Child 1 with a hand stick as Child 1 screamed and cried. On 6/13/25, Staff A smacked the hand stick on a desk and yelled at Child 1 while other children were watching. Staff A admitted to smacking the hand stick loudly on furniture to frighten children, and said they use the hand stick as "a scare tactic."	Staff A was terminated immediately. Staff reviewed state prohibited actions and signed acknowledgment forms confirming understanding. Calm-down areas have been implemented in classrooms to promote emotional regulation instead of punitive measures.	10/20/25	
13	251.07(5)(a)3. Meals & Snacks - Intervals Description: Based on staff interviews, children go more than three hours without nourishment when they eat lunch at 11:00 am and don't eat again until afternoon snack, which is served at 2:30 pm. According to the center's written policies, breakfast begins being served at 6:30 am and lunch isn't served until 11:00 am; there is no snack served between breakfast and lunch.	There was a misunderstanding during the interview. Breakfast is prepared at 6:30 am not served at 6:30 am. The correct schedule (7:30-9:00 Breakfast) Lunch (11:30 - 12:45), Snack at 2:30 - 3:00 pm. Kreative Kidz staff has always ensured children do not exceed 3 hours between meals. The posted schedule has been reviewed with staff for clarity.	10/20/25	

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Verification
Date

NAME - Agency Worker

Jenny Capener, Colleen Peterson

Date Issued

10/13/2025

SIGNATURE - Certified Operator or Designee / Licensee or Designee

Date Signed

10-25-25

8 at the time of hire. STAFF B has now completed and signed a new orientation form. The director will ensure the orientation checklist is signed within the first week of hire for all new employees.

2 staff B received written corrective action. The director will review prohibited actions and reporting expectations during monthly meetings.