

NONCOMPLIANCE STATEMENT AND CORRECTION PLAN

TO FILE A COMPLAINT CALL

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

Higher Heights Early Education Academy

Provider Number / Facility ID Number

Address - Facility (Street, City, State, Zip Code)
4151 N 78Th Ct Milwaukee WI 532222031

Telephone Number
414-429-5062

Date - Regulation Visit
8/20/2025

Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
<p>1 202.08(1)(a)2. Each Child Care Operator Shall Demonstrate That The Operator Is Free From Tuberculosis Prior To Initial Certification. Each Provider Shall Demonstrate That He Or She Is Free From Tuberculosis Prior To The Date The Provider Begins Working With Children In Care.</p> <p>Description: There was no tuberculosis screening available for staff #2.</p>	<p>The operator of staff #2 wasn't aware a new TB test was needed. She had already took it + approved by Jean to work. She is gone to college + won't work anymore, If she ever returns, she will get a TB test.</p>	<p>9/17/25</p>	

Jean Houston first approved staff #2. years ago. See records. Savannah's Registry Number is 173567.

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202.08(1)(b)2. Prior To Certification And Prior To Beginning To Work With Children Each Provider, Including Volunteers, Substitutes, And Emergency Back-Up Providers, Or Any Other Person Who Provides Care And Supervision For Children Under 5 Years Of Age Shall Complete Department-Approved Training On Shaken Baby Syndrome And Abusive Head Trauma And Appropriate Ways To Manage Crying, Fussing, Or Distraught Children. Description: The shaken baby syndrome/ abusive head trauma training on file for staff #2 was not department approved.	This was approved for staff #2 when Jean was the consultant. -This wasn't out of compliance.	9/7/25	
202.08(1)(b)3.a. Each Certified Child Care Operator And Each Provider Shall Comply With S. 48.651 And Complete Training Including At Least 2 Credits In Early Childhood Education Or A Non-Credit Course In Caring For Children That Is Approved By The Department. Description: Staff #2 did not have a record of completing the required credit or non-credit course in caring for children on file.	Staff #2 will not work anymore, she went off to college. She will complete it if she ever returns to the childcare.	8/31/25	

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<p>4 202.08(1)(b)3.b. Each Certified Child Care Operator And Each Provider Shall Comply With S. 48.651 And Complete A Non-Credit Course In Operating A Child Care Business That Is Approved By The Department Or A Course For Credit In Business Or Program Administration.</p> <p>Description: Staff #2 did not have a record of completing a credit or approved non-credit course in business or program administration on file.</p>	<p>Staff #2 has gone to college, she will not work at daycare. If she returns to daycare, she will take her course.</p>	<p>9/7/25</p>	
<p>5 202.08(1)(b)3.c. Each Certified Operator And Each Provider Shall Comply With S. 48.651 And Complete Training In Child Abuse And Neglect Laws And Identifying, Documenting, And Reporting Child Abuse And Neglect.</p> <p>Description: Staff #2 did not have a record of child abuse and neglect training on file.</p>	<p>Staff #2 should have had this course on her Registry she currently is no longer working since she went to college. If she returns & it isn't on her registry, she will take the course.</p>	<p>9/7/25</p>	
<p>6 202.08(1)(b)3.d. Each Certified Operator And Each Provider Shall Comply With S. 48.651 And Obtain And Recertify As Necessary To Maintain Current Certification In Infant And Child Cardiopulmonary Resuscitation (Cpr). The Cpr Training Must Result In A Certificate Of Completion. If The Certificate Of Completion Does Not Have A Date Specifying The Length Of Time For Which It Is Valid, The Cpr Training Must Be Renewed Every Year.</p> <p>Description: Staff #2 has an expired CPR certification.</p>	<p>Staff #2 wasn't aware CPR had expired. If she ever works again, she will renew certification. She isn't working at center, she is at college.</p>	<p>9/7/25</p>	

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7 202.08(1)(b)4.c. A Provider Working In A Regular Or Provisional Certified Child Care Program Shall Successfully Complete Department-Approved Preservice Training Under Subd. 3. By 3 Months After Work Commencing. Description: Staff #2 did not complete preservice training requirements after three months of employment.	All Trainings were completed & approved by Jean Houston. This is not a valid statement on noncompliance.	9/17/25	
8 202.08(12)(c) The Certified Child Care Operator Shall Be In Ongoing Communication With A Child's Parent Or Ensure That A Substitute Child Care Provider Is In Ongoing Communication With A Child's Parent By Developing A Written Contract That Specifies The Charge For Child Care And The Expected Frequency Of Payment For The Service. The Contract Shall Be Signed By The Operator And A Parent Or Guardian. Description: There was no contract available for review for children #1-#4 and #7.	All parents listed will sign the contracts & be put in the file.	9/30/25	
9 202.08(12)(d) The Certified Child Care Operator Shall Be In Ongoing Communication With A Child's Parent Or Ensure That A Substitute Child Care Provider Is In Ongoing Communication With A Child's Parent By Making A Copy Of The Applicable Certification Standards Available To Each Parent Description: There was no documentation that the family of child #7 had been notified of certification standards.	All parents were emailed a copy of standards & a printed copy is at the daycare under the parent signen. I wasn't out of compliance	9/7/25	

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202.08(12)(e)	The Certified Child Care Operator Shall Be In Ongoing Communication With A Child's Parent Or Ensure That A Substitute Child Care Provider Is In Ongoing Communication With A Child's Parent By Displaying A Copy Of The Certificate In An Area Easily Seen By Parents And Visitors, Unless The Operator Is A Certified In-Home Child Care Operator. Description: The certificate posted in the center was expired.	The certificate was going to be resent to me. I emailed Deborah to ask for another copy to be sent.	9/30/25	
202.08(12)(f)1-4	Prior To A Child's First Day Of Attendance For Any Child In Care, Obtaining Information On A Form Prescribed By The Department With Enrollment And Health History Information, Including All Of The Following: 1. The Parents' Home And Work Phone Numbers. 2. Health History, Including Information Relating To A Child's Special Health Care Needs And Emergency Care Plan. 3. The Parents' Signed Consent For Emergency Medical Care. 4. A Name And Number To Call If The Child Requires Emergency Medical Care. Description: The Enrollment and Health History form was not available for review for children #1-#4 and was incomplete for child #7.	All forms will be updated & put into folders as all children checked	9/30/25	

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12	202.08(12)(g) The Certified Child Care Operator Shall Be In Ongoing Communication With A Child's Parent Or Ensure That A Substitute Child Care Provider Is In Ongoing Communication With A Child's Parent By Using Information Obtained On The Department-Provided Child Care Intake For Child Under 2 Years Form, Which Collects Essential Information For Infants And Toddlers, To Individualize The Program Of Care For Each Child Under 2 Years Of Age. Description: There was no Child Under 2 Intake form on file for child #3.	<i>A form will be given to parent to fill out + updated.</i>	<i>9/30/25</i>	
13	202.08(12)(i) The Certified Child Care Operator Shall Be In Ongoing Communication With A Child's Parent Or Ensure That A Substitute Child Care Provider Is In Ongoing Communication With A Child's Parent By Informing The Parent In Writing Whether The Premises And Child Care Business Are Covered By A Child Care Liability Insurance Policy. Description: There was no documentation on file that the family of child #7 had been notified of child care liability insurance.	<i>A correspondence will be given to all parents + copy put in files.</i>	<i>9/30/25</i>	

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14 202.08(1m)(a)8. A Certified Child Care Operator Shall Maintain A Current Written Record On Each Child In Care, Including The Provider's Own Children Under 7 Years Of Age, And Make The Record Available To A Child Care Certification Worker Upon Request. Description: A written record was not available for review for children #1-#4.	The parent had the folder to update the files. File will be completed & returned	9/7/25	
15 202.08(1m)(b)10. A Certified Child Care Operator Shall Report To The Certification Agency As Soon As Possible, But No Later Than The Certification Agency's Next Working Day If The Operator Intends To Hire A New Employee Or Volunteer. Description: The operator did not report that staff member #2 had been hired and begun working with children.	The staff member was approved by Jean Houston years ago. The update classes + CPR were needed + we didn't know #2 is not working - gone to college	9/7/25	
16 202.08(1m)(f) A Provider, Substitute, Employee, Or Volunteer For A Certified Child Care Operator Shall Be Approved By The Certification Agency Before The Person Begins Working In The Certified Child Care Program. The Certification Agency May Approve The Provider, Substitute, Employee, Or Volunteer If The Agency Has Verification That The Individual Has Met The Standards Under Sub. (1) (A) And (B) And Has Been Determined Eligible By The Department Under S. 48.686 (4P), Stats., And S. DCF 13.06. Description: The department did not approve staff member #2 before they began working for the operator.	This is not true. Jean Houston approved. Check paperwork,	9/7/25	

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<p>17</p> <p>202.08(2)(c) The Indoor And Outdoor Areas Of The Home Shall Be Free Of Hazards. Potentially Dangerous Items And Materials Harmful To Children, Including Power Tools, Flammable Or Combustible Materials, Insecticides, Matches, Drugs And Any Articles Labeled Hazardous To Children Shall Be In Properly Marked Containers And Stored In Areas Inaccessible To Children.</p> <p>Description: Loose cords and two uncovered outlets were accessible in the living room. Items labeled keep out of reach of children were accessible in the kitchen and bathroom. Bedroom which contained hazards did not have a lock, gate or other equipment to preventing children access. Hedge clippers with a sharp edge and night shades were accessible in the outdoor play area.</p>	<p>This was corrected when Deborah was there, one lock has to be fixed.</p>	<p>9/30/25</p>	
<p>18</p> <p>202.08(2)(L) The Premises Shall Have No Flaking, Chipping, Peeling, Or Deteriorating Paint On Exterior Or Interior Surfaces In Areas Accessible To Children.</p> <p>Description: Peeling paint was present on the garage and accessible in the outdoor play area.</p>	<p>This will be corrected</p>	<p>10/15/25</p>	

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19 202.08(4)(a) Health Form: A Certified Child Care Operator Shall Have A Current Report Of A Physical Examination On File For Each Child, Including The Operator's Own Children, Who Are Not Enrolled In A Public Or Private School. Description: There was no health report available for review for children #1-#3.	<i>This will be added to files</i>	<i>10/15/25</i>	
20 202.08(4)(e) The Certified Child Care Operator Shall Have On File For Each Child In Care A Record Of The Child's Immunization History To Document Compliance With S. 252.04, Stats., And Ch. Dhs 144. Description: There were no immunization records available for review for children #1-#4.	<i>this will be added to files</i>	<i>10/15/25</i>	
21 202.08(7)(e) If A Provider Uses Time-Out Periods To Deal With Unacceptable Behavior, A Time-Out May Not Exceed 3 Minutes And May Not Be Used For Children Under 3 Years Of Age. For Purposes Of This Paragraph, A "Time-Out" Is An Interruption Of Unacceptable Behavior By The Removal Of The Child From The Situation, Not To Isolate The Child, But To Allow The Child An Opportunity To Pause, And With Support From The Provider, Reflect On Behavior And Gain Self-Control. Description: The time out procedure described by the operator exceeded three minutes.	<i>3 minutes will be used instead of 1 minute per age level.</i>	<i>9/7/25</i>	

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NAME - Agency Worker

Deborah Kersting

Date Issued

SIGNATURE - Certified Operator or Designee / Licensee or Designee

Cheryl Dovern

Date Signed

9/7/25