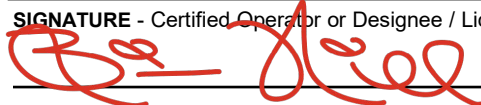


Name - Certified Operator / Licensed Center Tendercare Christian Childcare Center		Provider Number / Facility ID Number 0000591380 / 001 - 2006550	
Address - Facility (Street, City, State, Zip Code) 5229 W Capitol Dr Milwaukee WI 532162353		Telephone Number 414-447-8396	Date - Regulation Visit 9/6/2024
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date
2	251.07(2)(e)2. Prohibited Actions – Verbal Description: On 9/4/24, a staff person in the fish room used verbally abusive language toward children in care when she was heard in a recorded call yelling at children, saying "go pick that up", "get on that cot and lay down", and "get on that cot".	<p>1. Identification and Awareness <i>Educate Caregivers:</i> Provide training on the impact of abusive language on children's mental health and development.</p> <p><i>Recognize Signs:</i> Teach staff to recognize abusive language and its subtler forms, such as sarcasm, dismissive comments, or speaking at children rather than to them.</p> <p>2. Establish Clear Guidelines <i>Set Expectations:</i> Use TenderCare's code of conduct regarding language use in childcare environments regardless of personal relations to children. While in childcare centers all staff must adhere to the child guidance policy.</p> <p><i>Communication Consequences:</i> Make sure that all caregivers and educators understand the consequences of using abusive language.</p> <p>3. Create a Supportive Environment <i>Encourage Positive Reinforcement:</i> Train Teachers to use positive language, praise, and constructive feedback.</p> <p><i>Provide Resources:</i> Review Pyramid Model and Trauma informed Care materials on effective communication techniques and alternative phrases to use instead of abusive language.</p>	<p>Ongoing</p> <p>9/9/2024</p> <p>Ongoing</p>

NAME - Agency Worker
Cindy Matuszak

Date Issued
10/9/2024

SIGNATURE - Certified Operator or Designee / Licensee or Designee



Date Signed
10/23/24