

PS: Close Today

From: HOUSE OF HUGS
Family childcare

To: DIVISION OF EARLY CARE
and education
Bureau of Early Care Regulation
Southeastern Regional Office



Wisconsin Department of
Children and Families

Governor Tony Evers
Secretary Emilie Amundson
dcf.wisconsin.gov

SENT VIA CERTIFIED MAIL AND REGULAR U.S. MAIL

9589 0710 5270 1040 0507 55

May 30, 2024

Jacqueline Singer
House of Hugs
3771 N. 87th Street
Milwaukee, WI 53222

RE: **AMENDED - NOTICE OF ORDER, SANCTIONS**

**House of Hugs
Facility ID Number: 1013077**

Dear Jacqueline Singer:

This letter constitutes an order requiring that you, Jacqueline Singer, licensee of House of Hugs, stop violating Wisconsin Statutes and Administrative Code for the regulation and licensing of House of Hugs. This letter notifies you of the licensing statutory and/or code violations that were identified at House of Hugs, and the sanctions ordered by the Wisconsin Department of Children and Families (the Department) to correct these violations. It also provides notice of possible additional sanctions and penalties that may result if the violations are not corrected.

The Department, under the authority of Wis. Stat. § 48.715, provides for sanctions and penalties where persons operate family child care in violation of Chapter 48 or Wis. Admin. Code § DCF 250. Sanctions and penalties include issuance of orders to stop operating, to correct violations and to submit plans of correction, assessment of forfeitures or revocation of a license.

Please note that in accordance with Wis. Stat. § 48.657(2g), and Wis. Admin. Code § DCF 250.04(2)(i), the child care center shall post with the license any notice received from the Department relating to rule violations. This notice must be posted in an area of the center that is visible to parents and must remain posted until the licensing specialist has verified the violations as corrected and in compliance at or before the next licensing site visit.

ORDER

On January 31, 2024, licensing specialists, Maureen Statten and Kristin Keck, observed serious statute and/or rule violations during a monitoring visit at House of Hugs. The Department orders you, Jacqueline Singer, to immediately make corrections and stop violating the Wisconsin Statute and Administrative Code, as follows:

Division of Early Care and Education
Bureau of Early Care Regulation
Southeastern Regional Office
DCF-F-74-E (R. 12/2020)

141 NW Barstow Street, Room 104
Waukesha, WI 53188-3764

Phone: 262-446-7800
Fax: 262-446-7991
WI Relay System: 711

1. DCF 250.06(2)(e) states the center's indoor and outdoor child care space shall be free of hazards including any recalled products. Contrary to DCF 250.06(2)(e), choking hazards were observed on the ground in the outdoor play space including hair elastics and small pieces of broken toys and there was a plastic bin with toys that contained dirty water. This rule was previously cited 02/24/2022 and 05/04/2023. A warning letter was issued 03/09/2022 and 05/16/2023.

2. DCF 250.07(3)(a)3. states safe indoor and outdoor play equipment shall be provided and shall be placed so as to avoid danger of accident or collision and to permit freedom of action. Contrary to DCF 250.07(3)(a)3., there were chairs on the ground in the outdoor play space with legs stickup up. A picnic table up on an angle against the fence has a tarp on one side of the bench seating and other chairs butted up against it and the other side has a bike butted up against the other bench. This rule was previously cited 02/24/2022 and 05/04/2023. A warning letter was issued 05/16/2023.

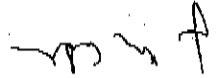
An amended Noncompliance Statement and Correction Plan is issued with this letter. This is enclosed and incorporated herein by reference.

ADDITIONAL PENALTIES FOR FAILURE TO COMPLY

Failure to correct the violations identified above and any subsequent failure to maintain compliance with the Wisconsin State and Administrative Code may lead to additional sanctions and penalties, as set forth in Wis. Stat. § 48.715. Additional sanctions and penalties may include orders to stop operating, to correct violations, to submit plans of correction, forfeiture assessments, or proceedings to revoke a license. The Department may set daily forfeiture amounts ranging from \$10 to \$1000 per day, per violation.

Contact Licensing Specialist Maureen Slatten at 262-446-7808 if you have questions regarding this notice.

Sincerely,



Jane Abshire, Licensing Supervisor
Bureau of Early Care Regulation
DIVISION OF EARLY CARE AND EDUCATION



cc: Joey Roeth, Attorney, DCF Office of Legal Counsel
Randall Gasser, Regional Licensing Manager
Daniel Noel, Licensing Specialist
Bureau of Child Care Subsidy Administration
Milwaukee Early Care Administration
4C for Children
Department of Public Instruction
Wisconsin Early Care Association
Southeastern Regional Office Staff
Attachments: Amended Noncompliance Statement

Date Correction Plan Due
6/17/2024

NONCOMPLIANCE STATEMENT AND CORRECTION PLAN

TO FILE A COMPLAINT CALL
262-446-7800

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)(g) and (3)(d), DCF 251.04(2)(L) and (3)(O), 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
House Of Hugs
Address - Facility (Street, City, State, Zip Code)
3771 N 87TH St Milwaukee WI 53222
Telephone Number
414-809-6538
Date - Regulation Visit
1/31/2024
Provider Number / Facility ID Number
2000573262 / 002 - 1013077

Rule/Statute Number	Correction Plan	Expected Completion Date	Verification Date
1 250.04(6)(a)1m.f. Child Record - Health History - Medical Condition Symptoms Description: Health history information on file for Child #6 identifies the child as having asthma however the parent has not documented the signs or symptoms for the provider to watch for or when to consider that the condition requires emergency medical care. Repeat violation: Previously cited on 5/4/2023	The health history forms has been updated accordingly to ensure accurate and up to date information	6-15-2024	

Name - Certified Operator / Licensed Center

Provider Number / Facility ID Number

House Of Hugs

2000573282 / 002 - 1013077

Address - Facility (Street, City, State, Zip Code)
3771 N 87th St Milwaukee WI 53222

Telephone Number
414-509-6538

Date - Regulation Visit
1/31/2024

Rule/Statute Number
Noncompliance Statement

Correction Plan

Expected
Completion Date

Verification
Date

250.04(6)(a)4.b.
Child Record - Physical Exam - Over 2, Under 5

Description: Child #3 and Child #6, children over the age of 2 and under the age of 5 do not have initial health examination reports on file that were completed not more than one year prior to nor later than 3 months after being admitted to a center. Child #3 has attended the center since 4/26/23; Child #6 since 8/28/23. Neither child has a health report on file.

The child's health examination form was present and dated July 31, 2023 at time of visit for child 3, child 6 health examination has been updated and put on file.

6-15-2024

250.05(3)(fm)
Biennial Training - Child Abuse & Neglect

Description: The licensee's most recent Child Abuse & Neglect training expired on 1/1/24.

I have completed the Child abuse and neglect training class. I have also made note to check for training expiration date.

6-15-2024

250.06(2)(c)
Access To Materials Potentially Harmful To Children

Description: During the visit the licensee left a red cigarette lighter on the kitchen table while a 3 year old in the care of the center was seated at the table.

Included in a Warning Letter issued March 9, 2022.

Repeat violation: Previously cited on 2/24/2022

I will ensure that any material potentially harmful to children is stored out of their reach.

6-15-2024

Name - Certified Operator / Licensed Center: House Of Hugs
 Provider Number / Facility ID Number: 2000573262 / 002 - 1013077

Address - Facility (Street, City, State, Zip Code): 3771 N 87Th St Milwaukee WI 53222
 Telephone Number: 414-509-6538
 Date - Regulation Visit: 1/31/2024

Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
<p>5 250.08(2)(e) Potential Source Of Harm On Premises</p> <p>Description: A plastic bag is accessible to children in the kitchen. Choking hazards are observed on the ground in the outdoor play space including hair elastics and small pieces of broken toys. Outdoor patio chairs and a child's chair present in the outdoor play space have the chair legs sticking up and/or sticking out. A plastic bin is filled with toys and dirty water.</p> <p>Included in a Warning Letters issued on March 9, 2022 and May 16, 2023.</p> <p>Repeat violation: Previously cited on 5/4/2023, 2/24/2022</p>	<p>To ensure a safe environment, the center will conduct regular checks for plastic bags and other choking hazards in the play area. Outdoor furniture will be securely positioned to prevent entrapment and plastic bins will be moved from the yard.</p> <p>These measurements will help prevent accidents and provide a secure space for children to play and learn.</p>	6-15-2024	
<p>6 250.08(2)(m) Premises - Condition & Repair</p> <p>Description: Litter is observed in the outdoor play space including discarded socks and a dog bone on the grass where toys are located.</p> <p>Repeat violation: Previously cited on 2/24/2022</p>	<p>The contents outdoor play space will be checked for litter from dryer pickup as needed before Center opens and closes.</p>	6-15-2024	

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Rule/Statute Number	Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
7 260.07(3)(a)3. Play Equipment - Placement	Description: Play equipment in the outdoor play space is not placed so as to avoid danger of accident or collisions and to permit freedom of action. Placement of play equipment in the outdoor play space makes it difficult for a child to safely and easily select and return play items. For example, a children's picnic table is stored on an angle against the fence with a large blue tarp partially covering one side of the seating and two other plastic chairs. Chairs outdoors are stored with legs sticking up/out. Included in a Warning Letter issued May 16, 2023. Repeat violation: Previously cited on 5/4/2023, 2/24/2022	To prioritize safety, the outdoor play equipment has been thoughtfully arranged to provide easy and secure access for children. Chairs have been repositioned to prevent entrapment risks and the blue tarp has been removed to create a hazard free zone.	6-15-2024	
8 250.07(3)(A). Play Equipment - Condition	Description: Play equipment in the outdoor play space is not maintained in a clean and sanitary condition. Numerous toys are observed to be visibly dirty. Repeat violation: Previously cited on 5/4/2023	All play equipment, outdoor and indoor, will be cleaned before and after use daily.	6-15-2024	

NAME - Agency Worker
 Maureen Slatten, Kristin Keck

Date Issued
 5/30/2024

SIGNATURE - Certified Operator or Designee / Licensee or Designee

Deborah King & Singya

Date Signed

6-15-2024