

ATTACHMENT A

Date Correction Plan Due 4/15/2025	NONCOMPLIANCE STATEMENT AND CORRECTION PLAN	TO FILE A COMPLAINT CALL 262-446-7800
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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 The Nurturing Nook River Point		Provider Number / Facility ID Number 2000591642 / 001 - 2006840		
Address - Facility (Street, City, State, Zip Code) 8647 N Port Washington Rd Fox Point WI 532172203		Telephone Number 414-352-6115	Date - Regulation Visit 1/3/2025	
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1	251.04(2)(m) Health, Safety & Welfare Of Children Description: The center did not ensure the actions of two staff in the toddling teddies room did not adversely affect the health, safety and welfare of children in care. Video review from October-early November 2024 in the toddling teddies room showed two staff picking up 1 - 2 year old children by lifting them by one or two arms and letting the child's entire body weight hang from the child's arm. The children were frequently dragged along by their arm while their toes did not or barely touched the ground.	Staff members had their employment immediately terminated and center self-reported to licenser. Video footage from all classrooms were reviewed and established the conduct as isolated to the individuals whose employment was immediately terminated. Additional video and in-classroom monitoring steps were put in place immediately. All staff members were re-trained on proper lifting policies as a precaution.	11/12/24	

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2	251.04(4)(a)2.c. Parent Notification - Injury, Consumption Of Allergen, Incorrect Medication Description: Staff in the toddling teddies room did not report to the parents head injuries children incurred from falls on 11/5/24 and 11/7/24.	Staff members were terminated on 11/12/24 All current staff had communication policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25	04/09/2025	
3	251.055(1)(a) Supervision Of Children Description: A review of center video from October-early November 2024 and police reports shows numerous instances of center staff failing to supervise children in the toddling teddies room when the staff were observed to be looking at phones, tablets, a laptop, and taking phone calls. In addition staff can be observed leaving the room, going into the adjoining room, and no staff were observed supervising children.	Staff members were terminated on 11/12/24 All current staff had supervision policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	
4	251.055(1)(f) Child Tracking Procedure Description: A review of center video from October-early November 2024 show tracking was not accurate in the darling duckling and toddling teddies rooms when children were observed on multiple occasions going back and forth between the two rooms. Staff did not update tracking to reflect the accurate whereabouts of the children.	Staff members were terminated on 11/12/24 All current staff had tracking policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	

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5	<p>251.055(2)(a) Group Size - Maximum</p> <p>Description: A review of video shows the toddling teddies room exceeded maximum group size when between 9 and 10 children were in care on 11/5/24 from 8:22 a.m. until 8:46 a.m. and from 8:57 a.m. to 9:13 a.m. Maximum group size is again exceeded on 11/7/24 from 8:16 a.m. to 8:20 a.m. and 8:23 a.m. - 8:30 a.m. when 9 children were in care due to a child crawling into the room from the adjoining classroom.</p>	<p>Staff members were terminated on 11/12/24</p> <p>All current staff had ratio and group size policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.</p>	04/09/2025	
6	<p>251.055(2)(b) Staff-To-Child Ratios - Minimum</p> <p>Description: A review of center video and police reports show the toddling teddies room did not meet staff to child ratios on numerous instances in late October and early November 2024 when more than four children would be in care with one staff person. There are also instances of 9-10 children in care with two staff.</p>	<p>Staff members were terminated on 11/12/24</p> <p>All current staff had ratio and group size policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.</p>	04/09/2025	
7	<p>251.06(2)(d) Access To Materials Potentially Harmful To Children</p> <p>Description: A review of police reports showed children in the toddling teddies room had access to cleaning products for approximately 18 minutes on 11/4/24.</p>	<p>Staff members were terminated on 11/12/24</p> <p>All current staff had storage and handling of cleaning products policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.</p>	04/09/2025	

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8	251.06(9)(b)3. Manual Dishwashing - 3-Step Procedure Description: A review of video from October-early November 2024 in the toddling teddies room showed cups with lids, used for snack, lunch and afternoon snack, were not washed using a three step process before being used again.	Staff members were terminated on 11/12/24 All current staff had sanitation policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	
9	251.07(1)(c) Television As Part Of Program Description: A review of center video from October-early November 2024 showed instances when children in the toddling teddies room were required to sit at a table and watch videos on a tablet. Other options were not given to the children.	Staff members were terminated on 11/12/24 All current staff had media policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	
10	251.07(2)(c)1. Time Out - Age Description: A review of video from late October-early November 2024 showed staff in the toddling teddies room putting children under the age of two in time outs. Children were made to lie on the floor or sit in chairs.	Staff members were terminated on 11/12/24 All current staff had positive child guidance policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	

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11	251.07(2)(c)3. Time Out - Time Description: A review of video from October-early November 2024 in the toddling teddies rooms showed multiple instances when children under the age of two were placed in time-outs and forced to sit in chairs or lie on pillows for up to 40 minutes.	Staff members were terminated on 11/12/24 All current staff had positive child guidance policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	
12	251.07(2)(e)1. Prohibited Actions - Corporal Punishment Description: A review of center video and police reports from October-early November 2024 showed 11 days of incidents of two staff in the toddling teddies room using corporal punishment towards children in care. Children were hit, slapped, pinched, thrown, grabbed and pushed. Diaper changes were aggressively completed, with children's legs being pulled down roughly. Children seated at chairs were forcefully pushed into tables.	Upon review of footage and discovery, staff members were terminated immediately and center self-reported to licensior. Video footage from all classrooms were reviewed and established the conduct as isolated to the individuals whose employment was immediately terminated.	11/12/2024	
13	251.07(2)(e)2. Prohibited Actions - Verbal Description: A review of police reports and center video from October-early November 2024 from the toddling teddies room showed two staff being verbally abusive toward children using profane, derogatory, demeaning and harsh language and tone with children on many occasions during 11 days.	Upon review of footage and discovery, staff members were terminated immediately and center self-reported to licensior. Video footage from all classrooms were reviewed and established the conduct as isolated to the individuals whose employment was immediately terminated.	11/12/2024	

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14	<p>251.07(2)(e)3. Prohibited Actions - Physical Restraint, Restriction, Enclosure</p> <p>Description: A review of center videos from October-early November showed instances where children in the toddling teddies room were forced to stay on cots, seated in chairs, and sitting or lying on the carpet for extended periods of time during 9 days. A review of police reports detailed an incident when a child was restrained on a cot by a staff person placing the edges of the blanket under the cot legs. The blanket covered the child's entire body.</p>	<p>Upon review of footage and discovery, staff members were terminated immediately and center self-reported to licensor. Video footage from all classrooms were reviewed and established the conduct as isolated to the individuals whose employment was immediately terminated.</p>	11/12/2024	
15	<p>251.07(2)(e)5. Prohibited Actions - Cruel, Aversive, Frightening, Humiliating Actions</p> <p>Description: Review of center video and police reports show in October 2024-early November 2024, two staff in the toddling teddies room using cruel, frightening, and humiliating actions towards children in care on 13 days. Children were told to be quiet when they were not making loud noises. Staff laughed at children when the children were confused after staff gave them conflicting directions. Children observed staff yelling at and being abusive toward other children. Children observed a staff person's child being allowed to get up, run around, and shout when other children were not allowed these actions.</p>	<p>Upon review of footage and discovery, staff members were terminated immediately and center self-reported to licensor. Video footage from all classrooms were reviewed and established the conduct as isolated to the individuals whose employment was immediately terminated.</p>	11/12/2024	

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16	251.07(4)(b) Naps Or Rest Periods - Awake Children Description: A review of center video from October-early November 2024 showed children in the toddling teddies room who woke after nap were not allowed to get up. The children were told to lie back down and were covered by blankets.	Staff members were terminated on 11/12/24 All current staff had nap time policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	
17	251.07(4)(cm) Naps Or Rest Periods - Sleeping Surfaces - Children 1 And Older Description: A review of video from the toddling teddies room shows cots were placed closer than 2 feet apart on 11/5/24.	Staff members were terminated on 11/12/24 All current staff had cot placement requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	
18	251.07(5)(a)3. Meals & Snacks - Intervals Description: A review of center video showed a child in the toddling teddies room was not given a morning snack on 11/5/24.	Staff members were terminated on 11/12/24 All current staff had meal time requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	

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19	251.07(5)(a)4. Meals & Snacks - Minimum Meal Requirements Description: A review of video from October-early November 2024 in the toddling teddies room showed instances when children who dropped food were not given additional food to meet minimum meal requirements. Staff also took food from some children's plates and gave it to other children.	Staff members were terminated on 11/12/24 All current staff had meal time requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	
20	251.07(5)(a)4m. Meals & Snacks - Additional Portions Description: A review of video from the toddling teddies room showed an instance when children requested more food and were told no. A staff person's child was given more food.	Staff members were terminated on 11/12/24 All current staff had meal time requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	
21	251.07(5)(b)5. Eating Surfaces - Cleaned, Sanitized Description: A review of center video from October-early November 2024 of the toddling teddies room showed instances of the table not being cleaned and sanitized prior to children eating or after the meal/snack was done. When the table was washed, it was not washed using a two step clean and sanitize process.	Staff members were terminated on 11/12/24 All current staff had sanitation requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	

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22	251.07(6)(dm)3.b. Medical Log - Injury In Care Description: A review of center video in the toddling teddies room showed children incurred head injuries on 11/5 and 11/7. Neither injury was documented in the medical log book. Injuries documented in the medical log book were not entered on the day the injury occurred when a 11/6 entry was written after two 11/7 entries.	Staff members were terminated on 11/12/24 All current staff had medical log documentation requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	
23	251.07(6)(i)1. Washing Child's Hands & Face Description: A review of center video from late October-early November 2024 in the toddling teddies room showed numerous instances when children's hands were not washed before meals and snacks, or after diapering.	Staff members were terminated on 11/12/24 All current staff had hand washing policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	
24	251.07(6)(i)2. Adult Handwashing Description: A review of center video from late October-early November 2024 in the toddling teddies room showed numerous instances when staff did not wash their hands before handling food, before and after each child's diaper changes, or after wiping children's noses. The staff were observed to change diapers and then touch toys, tables, tablets, chairs, etc. Staff on occasion washed their diaper soiled hands in the food preparation sink.	Staff members were terminated on 11/12/24 All current staff had hand washing policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	

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25	<p>251.09(1)(k) Infant & Toddler - Bedding</p> <p>Description: A review of center video from October-early November 2024 from the toddling teddies room showed numerous instances of staff covering children's entire body, including mouth and nose, with blankets. Children would remove the blankets and staff would cover the children's entire bodies again. Police report review detailed one instance when staff covered a child's entire body with the blanket and put the edges of the blanket under the cot legs, restraining the child to the cot.</p>	<p>Staff members were terminated on 11/12/24</p> <p>All current staff had safe sleep policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.</p>	04/09/2025	
26	<p>251.09(2)(a) Infant & Toddler - Responding To Crying Children</p> <p>Description: A review of video and police reports from October and early November 2024 showed numerous lengthy instances where staff did not respond to crying children in the toddling teddies room. Children were sometimes left to cry for up to 40 minutes.</p>	<p>Staff members were terminated on 11/12/24</p> <p>All current staff had high quality care expectations and response requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.</p>	04/09/2025	
27	<p>251.09(2)(e) Infant & Toddler - Language Development, Learning Experiences</p> <p>Description: A review of center video from October 2024-early November 2024 showed two staff in the toddling teddies room did not use regular routines as occasions for language development or other learning experiences.</p>	<p>Staff members were terminated on 11/12/24</p> <p>All current staff reviewed our quality standards and developmental teaching expectations at staff meeting on 4/9/25.</p>	04/09/2025	

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28	251.09(3)(a)8. Infant & Toddler - Drinking Water Description: A review of center video from October-early November 2024 from the toddling teddies room showed days where children were not offered drinking water throughout the day. The children were often only given a drink with meals and snacks. A few instances showed children not being given a drink at snack time.	Staff members were terminated on 11/12/24 All current staff had high quality care expectations and response requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	
29	251.09(4)(a)3. Infant & Toddler - Diaper Changing Surface Disinfection Description: A review of video from the toddling teddies room in later October-early November 2024 showed the diaper changing surface was frequently not sanitized between diaper changes. When the changing surface was cleaned, it was not cleaned using a two step, clean then sanitize process.	Staff members were terminated on 11/12/24 All current staff had sanitation requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	
30	251.09(4)(a)4. Infant & Toddler - Diaper Changing Surface Safety Description: A review of video from the toddling teddies room from late October-early November 2024 showed children were frequently left alone on the diaper changing surface for short periods of time.	Staff members were terminated on 11/12/24 All current staff had safety policy requirements reviewed and instructed to comply with same at staff meeting on 4/9/25.	04/09/2025	

NAME - Agency Worker
Cindy Matuszak

Date Issued
4/1/2025

SIGNATURE - Certified Operator or Designee / Licensee or Designee

Date Signed

4/10/2025

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NAME - Agency Worker
Cindy Matuszak

Date Issued
4/1/2025

SIGNATURE - Certified Operator or Designee / Licensee or Designee

Date Signed

Lena Lo

4/10/2025