

Date Correction Plan Due 12/5/2025	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 Casa De Corazon - Shorewood		Provider Number / Facility ID Number 7000 89897 / 001 - 2004669		
Address - Facility (Street, City, State, Zip Code) 4114 N Oakland Ave Shorewood WI 532112024		Telephone Number 414-212-8965	Date - Regulation Visit 11/4/2025	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
1	251.07(2)(e)5. Prohibited Actions - Cruel, Aversive, Frightening, Humiliating Actions Description: A teacher is seen throwing and kicking a ball in the direction of a specific child. The same teacher was heard telling children in the gym to hit a specific child.	The teacher involved was suspended while the reported incident was being investigated. The incident was reported to Child Protective Services and to our licensing compliance specialist. After the investigation was concluded, it was determined that there was sufficient information to proceed with the termination of the employment agreement between Olivia Inc. and the teacher involved.	Suspended 11/3/25 Termination of the employment agreement between Olivia Inc. and the teacher involved 11/7/25	
2	251.09(4)(a)2. Infant & Toddler - Wet or Soiled Diapers Description: The center did not change wet diapers timely.	This incident was related to the same teacher who was involved in the actions described in the previous incident. Given the circumstances, the repercussions in this case were the same- Termination of the	Suspended 11/3/25 Termination of the employment agreement between Olivia Inc. and the	

		employment agreement between Olivia Inc. and the teacher involved.	teacher involved 11/7/25	
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NAME - Agency Worker
Joel Marquez

Date Issued
11/21/2025

Natalie Flores Reyes, Center Assistant Director

12/5/2025

SIGNATURE - Certified Operator or Designee / Licensee or Designee
DCF-F-CFS0294-E (R.06/2011)

Date Signed