

Date Correction Plan Due 11/24/2023	<b>NONCOMPLIANCE STATEMENT AND CORRECTION PLAN</b>	TO FILE A COMPLAINT CALL 608-422-6765
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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		Provider Number / Facility ID Number		
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Address - Facility (Street, City, State, Zip Code)		Telephone Number	Date - Regulation Visit	
1300 Linden Dr Madison WI 537061524		608-263-4579	10/30/2023	
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
1	<p>251.07(2)(b) <b>Policy - Child Guidance</b></p> <p>Description: Staff A did not implement the center's written policy that provides for positive guidance, redirection, and the setting of clear-cut limits for the children when Staff A's prohibited actions negatively affected the children's self-esteem. The center self-reported this violation on 8/12/2022.</p>	<ul style="list-style-type: none"> <li>Immediately after learning of concerns brought to CDL leadership, Staff A did not have any further contact with children and while concerns were being investigated. 8.10.22</li> <li>Child Development Lab (CDL) administrative leadership took concerns seriously and immediately self-reported all concerns to School of Human Ecology (SoHE) leadership and human resources, and proper outside agencies including those with child care regulation authority. 8.2022</li> <li>An independent and comprehensive investigation by the UW Office of Human Resources was initiated in August of 2022 to fully investigate the reported concerns and was completed on 11.7.22.</li> <li>Staff A did not return to working with children at the CDL and as of 3.10.23 was no longer working at the CDL.</li> <li>CDL professional teaching staff attended a professional development day on 2.17.23 in which two DCF licensing experts were brought in to help present information and clarify questions for CDL teachers. The content included: review of licensing regulations on child guidance and</li> </ul>	<p>11.10.23</p> <p>11.10.23</p> <p>11.10.23</p> <p>11.10.23</p> <p>11.10.23</p>	

		<p>related topics including, use of timeout and restraint use with emergent safety concerns, appropriate procedure for nap/rest times, providing support with meal/snack routines. Training was also presented on basic child guidance practice and how Pyramid Model program-wide implementation supports staff and families in this work. Trainers for this portion were Jenny Durand, Wisconsin Alliance for Infant Mental Health (WI-AIMH), Andrea Riley, MMSD 4K, Amy Alt, City of Madison Child Care Accreditation.</p> <ul style="list-style-type: none"> <li>• All CDL professional teaching staff have completed 18 hours of Pyramid Model training. New staff as of 7.1.2023 are required to complete this training in their first 12 months of employment. This training includes Specific Positive Child Guidance training.</li> <li>• To ensure evidence-based practice across all classrooms, the CDL committed to joining WI cohort 19 Pyramid Model program-wide implementation on 5.24.23. This process includes the establishment of a program leadership team that provides support in use of universal practices around child guidance. Use of the evidence -based Pyramid Model framework further supports teachers in understanding and using positive child guidance with children. The leadership team consists of 3 CDL administrators, 2 teachers, 1 external coach and 1 behavior</li> </ul>	<p>11.10.23</p> <p>11.10.23</p>	
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		<p>specialist. This team meets a minimum of 10 times per year and provides ongoing support with policy development, identifying professional development and training needs of staff along with further development of using appropriate child guidance practices.</p> <ul style="list-style-type: none"> <li>• The Pyramid Model program-wide implementation process also includes regular classroom observations. CDL admin set up schedule for monthly classroom observations that can be both scheduled and unscheduled starting 10.9.2023. Also, individual teacher meetings with admin occur bi-monthly to support communication and ongoing teacher development and appropriate classroom practices.</li> <li>• Teacher training entitled, “How to handle challenging behaviors” was conducted by Brianna Kurlinkus from Behavior Help Wisconsin on 5.31.2023. This training included strategies and approaches to positive child guidance. Additionally, Brianna observed in classrooms multiple times, provided consultation to teachers working with children with challenging behaviors, and affirmed appropriate teacher-child guidance practices were being used during Spring semester 2023.</li> <li>• A structure for Infant and Early Childhood Mental Health consultation (IECMHC) work and peer-to-peer reflective practice groups for professional staff were</li> </ul>	<p>11.10.23</p> <p>11.10.23</p> <p>11.10.23</p>	
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		<p>held a minimum of once per month during Fall 2022 and Spring 2023. This work was expanded during Fall 2022 and Spring 2023 to include regular consultation time two times per month available for teachers to have support from the IECMH Consultant from the UW Department of Psychiatry. This IECMH Consultant supports teachers in their work with any challenges they are experiencing in their classrooms including child guidance, and challenging behaviors, nap time and appropriate use of time out. With parent consent, the IECMH Consultant observed numerous CDL classrooms to provide teachers and parents with strategies for further supporting children’s development and behaviors. Fall and Spring CDL Interns have reflective practice as part of their weekly internship coursework. This is time for interns to ask questions and reflect on experiences they are having in their classroom placements working with children and staff. This is led by Amy Wagner, Executive Director.</p> <ul style="list-style-type: none"><li>• Regular classroom team meetings were established June 2022 for professional staff and UW student interns and student assistants working in each classroom. Staff meet monthly for a minimum of 10 meetings per year. Classroom meetings provide increased opportunities for relationship-building and</li></ul>	11.10.23	
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		<p>communication. Teams can confidentially discuss child guidance practice and universal approach in the classroom to best support individual children and the larger group of children. This better supports all staff in being consistent and provides regular time to discuss behavior management strategies to ensure that appropriate child guidance practices are followed by all.</p> <ul style="list-style-type: none"><li>• We understand and believe it is important to have multiple ways for staff and parents to feel comfortable to communicate by sharing their observations, questions, and concerns at all times. We are in the process of finalizing a new online system for staff and families to easily report concerns. The system will be confidential, easy to access, simple to use. All professional and student staff will receive in-person training and information on how to use the new system. Reminders of how to access the reporting tool will be sent to all CDL staff and families a minimum of 3 times per year. The survey results will be monitored on a weekly basis by the CDL Executive Director or someone from SoHE HR, in their absence. Follow-up on reported concerns will be a regular part of the weekly admin team meeting. As always, any serious concerns will be reported to the appropriate UW parties and outside entities.</li></ul>	1.31.24	
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2	<p>251.07(2)(c)2.</p> <p><b>Time Out - Nonhumiliating</b></p> <p>Description: Staff A was not offering children a time-out period in a non-humiliating manner when Staff A was telling other children in the group not to look or speak to children who were crying when placed in time-out on multiple occasions. The center self-reported this violation on 8/12/2022.</p>	<ul style="list-style-type: none"> <li>CDL Admin will ensure that each new professional and student employee receives a person-to-person training so that any clarifying questions can be addressed during new employee orientation on appropriate use of time outs, per the DCF child care licensing rules and CDL policies. This training will be completed before the individual works in the classroom with children. Completion of this training will be documented with the signature of the trainer and the trainee, the content of the training, and the date the training was completed.</li> <li>All professional teaching staff will review and be retrained yearly on appropriate use of timeout. This training will be done person-to-person so that any clarifying questions can be addressed. Training will be documented and kept in staff continuing education files. DCF will be contacted if further clarification of licensing rules is needed at any time.</li> </ul>	<p>1.31.24</p> <p>1.31.24</p>	
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3	<p>251.07(2)(c)3. <b>Time Out - Time</b></p> <p>Description: The time-out periods exceeded the maximum allowance of three minutes when Staff A excluded children from the group on multiple occasions, including several times that were over an hour in length. The center self-reported this violation on 8/12/2022.</p>	<ul style="list-style-type: none"> <li>CDL policy handbook was updated 8.19.22 - maximum of 3 minutes for time-out with additional procedural language was added.</li> <li>CDL arranged for professional teaching staff to attend face-to-face professional development training on 2.17.23. The training was led by Pyramid Model community team members and state child care licensing staff. The professional development training included training and review of child guidance including appropriate use of time-outs and nap/rest time expectations and procedures. Staff were able to ask clarifying questions and further discuss application of licensing rules, including application of supportive child guidance practices during interactions involving challenging behaviors.</li> <li>CDL Admin will ensure that each new professional and student employee receives a person-to-person training so that any clarifying questions can be addressed during new employee orientation on appropriate use of time outs, per the DCF child care licensing rules and CDL policies. This training will be completed before the individual works in the classroom with children. Completion of this training will be documented with the signature of the trainer and the trainee, the</li> </ul>	<p>11.10.23</p> <p>11.10.23</p> <p>1.31.24</p>	



		<p>content of the training, and the date the training was completed.</p> <ul style="list-style-type: none"> <li>All professional teaching staff will review and be retrained yearly on appropriate use of timeout. This training will be done person-to-person so that any clarifying questions can be addressed. Training will be documented and kept in staff continuing education files. DCF will be contacted if further clarification of licensing rules is needed at any time.</li> </ul>	1.31.24	
4	<p>251.07(2)(c)4. <b>Time Out - Not Isolated</b></p> <p>Description: Staff A isolated children from the group during time-out periods, either by sitting children at a table alone or in a chair away from the group. The center self-reported this violation on 8/12/2022.</p>	<ul style="list-style-type: none"> <li>CDL Admin will ensure that each new professional and student employee receives a person-to-person training so that any clarifying questions can be addressed during new employee orientation on appropriate use of time outs, per the DCF child care licensing rules and CDL policies. This training will be completed before the individual works in the classroom with children. Completion of this training will be documented with the signature of the trainer and the trainee, the content of the training, and the date the training was completed.</li> <li>All professional teaching staff will review and be retrained yearly on appropriate use of timeout. This training will be done person-to-person so that any clarifying questions can be addressed. Training will be documented and kept in staff continuing education files. DCF will be contacted if further clarification of licensing rules is needed at any time.</li> </ul>	<p>1.31.24</p> <p>1.31.24</p>	

5	<p>251.07(2)(e)2.  <b>Prohibited Actions - Verbal</b></p> <p>Description: Staff A used prohibited actions when verbally abusing children by calling them names, such as "cry-baby, weirdo, jerk, loser" and making derogatory remarks about the child, such as "pathetic," "naughty" or "bad." The center self-reported this violation on 8/12/2022.</p>	<ul style="list-style-type: none"> <li>• CDL Admin will Use person to person training during new employee orientation to train new staff on "Prohibited Actions" to include child care licensing rule and CDL policy and application of practice and how to report observations and or any related concerns. This training will be completed before working with children. Person to person training will be documented to include individuals' signature that they received this training.</li> <li>• All professional core teaching staff will review and be retrained yearly on "Prohibited Actions" to include child care licensing rule and CDL policy and application of practice and how to report observations and or any related concerns. This training will be done person to person so that any clarifying questions can be addressed. Person to person training will be documented to include individuals' signature that they received this training.</li> </ul>	<p>1.31.24</p> <p>1.31.24</p>	
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6	<p>251.07(2)(e)5. <b>Prohibited Actions - Cruel, Aversive, Frightening, Humiliating Actions</b></p> <p>Description: Staff A used prohibited actions that were cruel, aversive, frightening and humiliating to a child when Staff A was telling other children and staff not to comfort a crying child, and to ignore them because they will not learn to be a "good kid" if they are given attention. Staff A also shamed children and called them names making the children cry. The center self-reported this violation on 8/12/2022.</p>	<ul style="list-style-type: none"> <li>CDL Admin will Use person to person training during new employee orientation to train new staff on "Prohibited Actions" to include child care licensing rule and CDL policy and application of practice and how to report observations and or any related concerns. This training will be completed before working with children. Person to person training will be documented to include individuals' signature that they received this training.</li> <li>All professional core teaching staff will review and be retrained yearly on "Prohibited Actions" to include child care licensing rule and CDL policy and application of practice and how to report observations and or any related concerns. This training will be done person to person so that any clarifying questions can be addressed. Person to person training will be documented to include individuals' signature that they received this training.</li> </ul>	<p>1.31.24</p> <p>1.31.24</p>	
7	<p>251.07(4)(b) <b>Naps Or Rest Periods - Awake Children</b></p> <p>Description: Staff A did not permit children who did not fall asleep after 30 minutes to get up from their cot, as required. Staff A also added additional minutes to the nap period for certain children as punishment.</p>	<ul style="list-style-type: none"> <li>CDL will add additional staffing from 1:15-2:15pm daily during nap/rest in classrooms to ensure that there are at least 2 staff in classrooms where more than one child is typically awake during naptime. CDL staff will continue to be reminded to call the Person in Charge (PIC) phone during naptime if extra assistance is needed.</li> </ul>	1.31.24	

