Date Correction Plan Due	NONCOMPLIANCE STATEMENT AND CORRECTION PLAN	TO FILE A COMPLAINT CALL
5/18/2026		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)(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
The Nurturing Nook Glendale	9000591579 / 001 - 2006779

Address - Facility (Street, City, State, Zip Code)	Telephone Number	Date - Regulation Visit
4425 N Port Washington Rd Glendale WI 532121082	414-961-1482	3/31/2026

	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
1	251.04(2)(c) **Current, Accurate Information** Description: All information provided to the department was not current and accurate when an incident report signed by the Center Director states "ice was applied immediately" to an infant who had fallen to the floor on 3/25/26 while seated in a high chair. Per observation of video footage the infant fell at 8:11 AM. Ice was not immediately applied. A circular teething ring was applied at 8:47 AM. The report states the teacher "moved the high chair to to provide more space between the other children also sitting in high chairs." Per video footage no other children are seated in high chairs at the time.	Staff were retrained on prompt response for accidents and incidents and reminded of accurate documentation. New Center Director and Center Admin, will review video footage to ensure accuracty prior to signing reports.	05/11/2026	

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2	251.04(2)(m) **Health, Safety & Welfare Of Children** Description: Per observation of video footage, on 3/25/26 Staff A uses one hand placed around an infant's upper arm to start picking up the infant to remove him from a high chair after he has fallen to the ground and the high chair is stood back up.	All staff were retrained on proper lifting of children.	05/11/2026	
3	251.04(4)(a)2.c. **Parent Notification - Injury, Consumption Of Allergen, Incorrect Medication** Description: The center administrator failed to notify parents immediately and provide sufficient detail to reasonably aprise the parent after their infant experienced a head injury after falling while seated in a high chair on 3/25/26. The infant fell at 8:11 AM however parents were not notified until 9:20 AM. An incident report provided to the parents states the high chair "wasn't placed on all the legs so it fell over" which is not accurate per video footage which shows the teacher pulled the tray from behind with her hand to move the child while her back was turned and the chair tipped over.	All staff have been retrained on parent communication. The new Center Director will ensure all staff provide accurate and complete details when documenting incidents and communicating with families.Parents will be notified immediately anytime a child experiences a head injury or significant incident. The new Director will also verify incident details by reviewing video footage when available to ensure reports provided to families are accurate and consistent with observed events.	05/11/2026	

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4	251.05(2)(a)6. **Staff Record - Days & Hours Worked** Description: Per observation of video footage, on 3/25/26 Staff A is observed alone in the Playful Penguins classroom caring for a group of 4 infants however the hours she recorded when used to meet the staff-to-child ratio are not accurate. She is signed in as meeting the staff-to-child ratio beginning at 8:31 AM despite reported to have begun to work in the classroom by 7:30 AM. There are no staff hours recorded to document who met the staff to child ratio in the classroom until when children were in the care of Staff A prior to 8:31 AM. Repeat violation: Previously cited on 3/20/2026	All staff have been reminded of the importance of signing into ProCare upon entering a classroom and follow proper name to face- ratio montoring	04/16/2026	
5	251.055(2)(b) **Staff-To-Child Ratios - Minimum** Description: On 3/25/26, per observation of video footage, minimum staff-to-child ratios were not met in the Playful Penguins classroom when one child care teacher is alone with 5 infants from 8:38 AM-8:45 AM after the assistant director leaves the classroom.	All staff including directors were reminded of staff-to-child ratios.In the event a staff member needs to leave the room, they must ensure ratio is met at all times.	05/11/2026	

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6	251.07(3)(a)5. **Indoor Equipment - Intended Use** Description: A "Sejoy" high chair was not used in accordance with all manufacturer's instructions that may affect the safety of children in the Playful Penguins classroom when Staff A pulled the tray with her hand while her back was turned & the high chair tipped over onto the floor while an infant was seated in it. Staff A is later observed moving the same infant while he is again in the high chair and the chair begins to tip over. The high chair's instruction manual states "When the child is sitting in the dining chair, please do not move it at will."	All staff members have reviewed the manufacturers instructions and been retrained on proper positioning for supervision and to not move a child while seated in a high chair. Additional observation will be conducted by Center Management to ensure compliance.	05/11/2026	
7	251.07(5)(b)5. **Eating Surfaces - Cleaned, Sanitized** Description: A high chair tray insert was not washed and sanitized before each use. Per video footage on 3/25/26, the insert is observed on the floor in the Playful Penguins classroom, another child is observed playing with the tray and an infant is then served breakfast on the insert after it is placed back in the high chair tray without first being washed and sanitized.	All staff members have been retrained on proper sanitation of eating surfaces	05/11/2026	

NAME - Agency Worker
Maureen Slatten, Kristin Lange

Date Issued
5/1/2026

SIGNATURE - Certified Operator or Designee / Licensee or Designee

Jessie Hausch

Date Signed
5.18.2026