

Date Correction Plan Due 8/12/2024	<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 Kindercare Learning Center		Provider Number / Facility ID Number 0000580590 / 037 - 120609	
Address - Facility (Street, City, State, Zip Code) 2017 Londonderry Dr Madison WI 53704		Telephone Number 608-249-3393	Date - Regulation Visit 5/13/2024
	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date Verification Date
1	<p>251.04(4)(a)2.c. <b>Parent Notification - Injury, Consumption Of Allergen, Incorrect Medication</b></p> <p>Description: Notification was not made immediately and parents were not provided sufficient detail to reasonably apprise them after Child 1 developed a bruise on their ear, which indicates injury to the head area, and staff was unable to describe how the child sustained the injury or whether the bruise was present when the child arrived to the center.</p>	<p>ALL STAFF HAVE BEEN TRAINED/ INFORMED TO DOCUMENT ANY FOUND BRUISING, SCRATCHES, SCRAPES, ETC. FOUND ON ANY CHILD AND IMMEDIATELY NOTIFY MANAGEMENT AND PARENTS</p>	8/12/24
2	<p>251.04(6)(a)8.a. <b>Child Record - Physical Exam - Under 2</b></p> <p>Description: Documentation of a follow up physical exam for Child 1 was overdue by 3 months.</p>	<p>CHILD 1 3 MONTH IN-TAKE FORM HAS BEEN UPDATED AS OF 6/1/2024. ALL OTHER CHILDRENS HAS BEEN REVIEWED AND UP-DATED AS NEEDED</p>	6/1/24

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3 251.04(6)(b) <b>Current, Accurate Daily Attendance Record</b>  Description: Current, accurate written record of the daily attendance, including the actual time of arrival and departure for each child, was not recorded when an infant left for the day but was not signed out of the classroom. Staff noticed the child left and erased the child's name from a whiteboard but did not sign the child out on the written or electronic attendance record.  Repeat violation: Previously cited on 5/6/2024, 5/3/2023, 8/1/2022	AS OF 5/29/2024 STAFF WAS GIVEN A <u>CSR</u> TRAINING COURSE TO COMPLETE. STAFF WAS ALSO GIVEN - A ONE-ON-ONE TRAINING WITH HEALTH & SA- FETY STAFF MEMBER	8/12/24	
4 251.04(8)(a) <b>Mandated Reporting - Child Abuse &amp; Neglect</b>  Description: Staff witnessed unusual, unexplained bruising on two separate occasions to a 1-year-old's ear but did not report their concerns to child protective services or law enforcement.	ALL STAFF HAS BEEN RETRAINED ON MAND- ATED REPORTING. ALL STAFF WERE INFORMED TO DOCUMENT ALL ILL- INESS, BRUISING IN MEDICAL LOG	8/12/24	
5 251.05(2)(a)1. <b>Staff Record - Personal Information</b>  Description: Personal information including the name, date of birth, education, position, previous work experience was not on file for Staff E, Staff I and Staff L.  Repeat violation: Previously cited on 5/6/2024	STAFF E, STAFF I, AND STAFF L STAFF RECORD FORM HAS BEEN UPDATED WITH KNOWN WORK EXPERIENCE EDUCATION, AND POSITIONS. AS OF 6/11/2024	8/12/24	

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6	<p>251.05(2)(a)3.a. Staff Record - Physical Examination</p> <p>Description: Staff E, Staff F and Staff J did not have a report on a physical examination indicating that they are free from illnesses detrimental to children, including tuberculosis, and that they are physically able to work with young children.</p> <p>Repeat violation: Previously cited on 10/24/2023</p>	<p>STAFF E, STAFF F, AND STAFF J HAS HAD AN UPDATED PHY- SICAL SINCE LAST VISIT. DOCUMENTATION OF PHY- SICAL HAS BEEN UP- DATED IN ALL STAFF FILES.</p>	8/12/24	
7	<p>251.05(2)(a)4.d. Staff Record - Educational Qualifications</p> <p>Description: Documentation of educational qualifications was missing for Staff D, Staff E, Staff F, Staff G, Staff J, Staff L and Staff M.</p>	<p>FILES FOR STAFF D, E, F, G, J, L, AND M HAVE BEEN UPDATED WITH EDUCATIONAL QUALIFICATIONS</p>	8/12/24	
8	<p>251.05(2)(a)5. Staff Record - High School Diploma</p> <p>Description: Documentation of completion of high school was missing for Staff F, Staff G, Staff H, Staff I, Staff J, Staff L and Staff M.</p> <p>Repeat violation: Previously cited on 5/3/2023</p>	<p>STAFF F, STAFF G, STAFF H, STAFF I, STAFF J, STAFF L, AND STAFF M HAVE REQUESTED TRANSCRIPTS FROM HIGH SCHOOL. COMPLETION DATE: 8/16/24</p>	8/12/24	

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9	<p>251.05(2)(a)6. <b>Staff Record - Days &amp; Hours Worked</b></p> <p>Description: Documentation of days and hours worked, and in which classroom, when the person was included in the staff-to-child ratio was not maintained by the center when a review of attendance for April 23 - May 3, 2024 showed staff signed in but not signed out of classrooms over 15 times.</p> <p>Repeat violation: Previously cited on 5/3/2023, 8/1/2022</p>	ALL TEACHERS WILL CHECK WITH MANAGEMENT WHEN SIGNING IN/OUT OF CLASSROOM SUPERVISION ROSTER TO ENSURE ACCURACY.	8/12/24	
10	<p>251.05(3)(c) <b>Cardiopulmonary Resuscitation Training</b></p> <p>Description: Documentation of current cardiopulmonary resuscitation (CPR) training was missing for Staff F, Staff J and Staff M.</p> <p>Repeat violation: Previously cited on 5/6/2024, 10/24/2023</p>	CPR TRAINING HAS BEEN SCHEDULED AND COMPLETED FOR STAFF F, STAFF J, AND STAFF M.	8/12/24	
11	<p>251.05(3)(cm) <b>Child Abuse &amp; Neglect - Biennial Training</b></p> <p>Description: Training on child abuse and neglect reporting requirements, required to be completed within one week after beginning work at the center and again at least every 2 years thereafter, was incomplete for Staff D, Staff E, Staff F and Staff K.</p> <p>Repeat violation: Previously cited on 5/6/2024, 5/3/2023</p>	CHILD ABUSE & NEGLECT TRAINING HAS BEEN UPDATED FOR STAFF D, STAFF E, STAFF F AND STAFF K. ALL NEW HIRES ARE REQUIRED TO COMPLETE TRAINING BY FIRST START DATE.	8/12/24	

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12	251.05(3)(e)4.d. <b>Center Director / Large Center - Entry-Level Training</b>  Description: The center director is not qualified to be a director of this center, which has a capacity of 51 or more children, as the director did not complete preservice entry level training requirements prior to beginning work as the center director as required.	CENTER DIRECTOR COLLEGE TRANSCRIPT IS UNDER REVIEW TO DETERMINE QUALIFICATIONS. CENTER HAS ALSO BEGAN ENROLLMENT PROCESS FOR ADMINISTRATION COURSE AT THE LOCAL COMMUNITY COLLEGE.	8/12/24	
13	251.05(3)(f)3. <b>Child Care Teacher - Entry-Level Training</b>  Description: Prior to assuming the position of lead teacher, Staff G, Staff L and Staff M did not complete entry level training.  Repeat violation: Previously cited on 5/6/2024	TWO OF THE SAID STAFF HAS COMPLETED 2 OR MORE OF THE REQUIRED COURSES FOR LEAD TEACHER. ONE STAFF MEMBER HAS COMPLETED ONE AND IS WORKING ON HER SKILLS COURSE.	8/12/24	
14	251.05(3)(g)1. <b>Assistant Child Care Teacher - Supervision</b>  Description: Staff A, E, F, H, I and J were hired as assistant child care teachers but were required to care for children without working under the supervision of a qualified lead child care teacher, as required.  Repeat violation: Previously cited on 10/24/2023	ALL OPEN CLASSROOM ARE SUPERVISED BY BOTH LEAD CHILD CARE TEACHER AND A QUALIFIED ASSISTANT TEACHER	8/12/24	

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15	251.05(4)(a) Staff Orientation - Develop, Implement, Document  Description: Orientation for Staff E, Staff I and Staff L was not completed and documented within their first week at the center as required.	ORIENTATION HAS BEEN COMPLETED AS OF 7/1/2024 FOR NEW STAFF AND STAFF E, STAFF I AND STAFF L	8/12/24	
16	251.055(1)(c) Supervision - Opening & Closing Hours  Description: Staff A, Staff E, Staff F, Staff H, Staff I and Staff J provided sole supervision to groups of children during opening and closing hours and during nap, without first completing the required entry level training.	ALL CURRENT STAFF THAT ARE SUPERVISING CHILDREN ARE QUALIFIED TO BE IN CLASSROOMS DURING OPENING, CLOSING, AND NAP TIME.	8/12/24	
17	251.055(2)(b) Staff-To-Child Ratios - Minimum  Description: The ratio of child care workers to children was less than the minimum number of child care workers to children required when a review of attendance records showed on April 29, 2024 the "Threes Morning" classroom had only one child care worker signed in with 13 children, including one 5-year-old, six 4-year-olds and six 3-year-olds, when two child care workers were required.  Repeat violation: Previously cited on 5/6/2024, 5/3/2023	ALL LEAD AND ASST. TEACHERS HAVE BEEN TRAINED ON THE STATE LICENSING REQUIRED ATTENDANCE RECORD AND CHILD TO TEACHER RATIO LICENSING STANDARDS.	8/12/24	

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18	<p>251.055(2)(d) Mixed Age Group With Children Under Age 2 - Group Size</p> <p>Description: The maximum group size was exceeded for groups that include infants and toddlers when the Two B classroom attendance for May 2, 2024 showed 12 children signed in, including two 1-year-olds, one 2-year-old, six 2.5-year-olds and three 3-year-olds, when only 8 children are allowed.</p> <p>Repeat violation: Previously cited on 5/3/2023, 8/1/2022</p>	<p>ALL CHILDREN ARE ASSIGNED TO THEIR AGE GROUP CLASSROOM THAT DOES NOT EXCEED 8 FOR CHILDREN UNDER AGE 2.</p>	8/12/24	
19	<p>251.06(2)(o) Windows &amp; Doors Used For Ventilation</p> <p>Description: A door was observed to be used for ventilation in the pre-k classroom but was not screened as required.</p>	<p>ALL STAFF HAS BEEN INFORMED THAT AT NO TIME SHOULD DOORS BE OPEN AND/OR BLOCKED FOR HEALTH AND SAFETY PURPOSES.</p>	8/12/24	
20	<p>251.06(4)(d) Exits &amp; Passageways - Unobstructed, Minimum Width</p> <p>Description: The emergency exit in the pre-k classroom was blocked by a shelving unit to prevent children from leaving while using the door to provide fresh air.</p> <p>Repeat violation: Previously cited on 5/6/2024</p>	<p>ALL STAFF HAVE BEEN INFORMED THAT AT NO TIME <del>SHOULD</del> WHILE CHILDREN ARE IN ATTENDANCE SHOULD EMERGENCY EXITS BE BLOCKED.</p>	8/12/24	

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21 251.07(3)(b)2. Equipment - Quantity For Indoors  Description: The center did not provide the infant classroom with a sufficient amount of indoor play equipment to allow each child a choice of at least 3 activities involving equipment.	INFANT A CLASS-ROOM HAS BEEN STOCKED WITH A SUFFICIENT AMOUNT OF INDOOR PLAY EQUIPMENT, THAT WOULD ALLOW EACH CHILD AT LEAST 3 ACTIVITIES.	9/1/24	
22 251.07(4)(b) Naps Or Rest Periods - Awake Children  Description: Children who had awakened after they were done napping were not allowed to get up and get off their cots and were not provided a quiet activity when children were observed to sit up and look at staff and were told "it's not time to get up yet."	ALL STAFF HAVE BEEN TRAINED AND INFORMED THAT <del>THE</del> CHILDREN ARE NOT REQUIRED TO NAP. TEACHERS ARE REQUIRED TO SUPPLY <del>A</del> NON SLEEPING CHILDREN WITH A QUIET ACTIVITY.	8/12/24	
23 251.07(4)(cm) Naps Or Rest Periods - Sleeping Surfaces - Children 1 And Older  Description: Child care staff reported that a child is regularly placed on the carpet to sleep in the morning and not provided with a sleeping surface that is clean, safe and washable, as required.  Repeat violation: Previously cited on 5/6/2024, 10/24/2023	STAFF HAVE BEEN TRAINED AND INFORMED THAT THEY ARE TO PROVIDE A CLEAN, AND SAFE SURFACE FOR ANY SLEEPING CHILD AT ANYTIME.	8/12/24	

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24 251.07(4)(e) <b>Naps Or Rest Periods - Bedding Maintenance, Storage, Cleanliness</b>  Description: Bedding was not maintained and stored in a clean and sanitary manner when a blanket was observed to be hanging over a crib, hovering over the dirty diaper bin.	ALL BLANKETS HAVE BEEN REMOVED FROM INFANT A CLASSROOM PER KINDERCARE SAFE SLEEP POLICY AND PROCEDURES. ALL STAFF HAVE BEEN SUPPLIED WITH COT COVERS	8/12/24	
25 251.07(6)(a) <b>Observation - Symptoms Of Illness</b>  Description: Staff A reported that when children arrive to the center Staff A does not observe children for signs or symptoms of injury.	TO MAINTAIN CLEANLINESS OF BEDDING. STAFF HAS BEEN INFORMED AND TRAINED TO OBSERVE ALL CHILDREN FOR ANY SIGNS AND/OR SYMPTOMS OF ILLNESS AND/OR BODY INJURIES.	8/12/24	
26 251.07(6)(dm)2. <b>Medical Log - Pages &amp; Entries</b>  Description: The Toddler B classroom medical log book showed lines were skipped and one entry was not signed by staff. The Toddler A medical log book showed two entries that were not signed by staff.  Repeat violation: Previously cited on 5/3/2023	STAFF HAS BEEN TRAINED ON HOW TO PROPERLY COMPLETE ANY MEDICAL LOGS IN THEIR MEDICAL LOG BOOKS. ALL MEDICAL LOGS	8/12/24	

HAVE BEEN REVIEWED BY HEALTH & SAFETY STAFF, AND ANY UPDATES HAVE BEEN MADE.

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27 251.07(6)(dm)3.a. Medical Log - Observation Or Evidence Of Injury  Description: A 1-year-old child had unusual bruising on their ear twice and staff reported to witness each instance but neither injury was recorded in the medical log book.	ALL STAFF HAVE BEEN TRAINED ON HOW TO PROPERLY COMPLETE MEDICAL LOG BOOKS AND THE IMPORTANCE OF LOGGING ALL AND ANY	8/12/24	
28 251.07(6)(dm)3.b. Medical Log - Injury In Care  Description: Times that injuries occurred were missing in seven of nine entries in the Toddler A medical log book and in two of six entries in the Toddler B medical log book.	ILLNESSES AND/OR INJURIES TO ANY CHILD IN THE FACILITY. STAFF HAVE BEEN TRAINED THAT EVEN - THOUGH AN INCIDENT REPORT HAS BEEN COMPLETED THEY ARE STILL REQUIRED TO LOG THE INCIDENT IN THE MEDICAL	8/12/24	
29 251.09(1)(b) Infant & Toddler - Location & Sharing Intake Information  Description: Admission information for infants and toddlers, including for infants who started during the monitoring visit, did not have intake information available in the Infant A classroom.  Repeat violation: Previously cited on 5/6/2024	CHILD FILES HAVE BEEN REVIEWED FOR ANY AND UPDATES NEEDED CHILD FILES FOR BOTH INFANT AND TODDLERS HAVE BEEN PROPERLY STORED IN CLASSROOMS,	8/12/24	

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30 251.09(1)(c) <b>Infant &amp; Toddler - Documenting Changes in Development</b>  Description: Child care staff did not document changes in a child's development and routines every three months based on discussion with the parent when Child 1's documentation had not been updated since November of 2023.	CHILD INTAKE FORMS FOR ALL CHILDREN UNDER THE AGE OF TWO HAS BEEN UPDATED. INTAKE FORMS HAVE BEEN UPDATED IN ALL CLASSROOMS	8/12/24	
31 251.09(1)(e) <b>Infant &amp; Toddler - Provider Training</b>  Description: After reviewing files for nine staff who are regularly assigned to care for infants and toddlers, none had completed the required training on care of infants and toddlers.	ANY STAFF THAT HAS NOT COMPLETED THE REQUIRED TRAINING FOR INFANTS AND TODDLERS ARE CURRENTLY NOT IN RATIO UNTIL ALL REQUIRED TRAININGS ARE COMPLETED.	8/12/24	
32 251.09(1)(L) <b>Infant &amp; Toddler - Soft Materials In Cribs</b>  Description: In the Infant A classroom an infant was observed asleep in a crib that had multiple blankets and soft items stacked on the side of the crib.	ALL BLANKETS HAVE BEEN REMOVED FROM INFANT A CLASSROOM. TEACHERS HAVE BEEN TRAINED ON SAFE SLEEP BEST PRACTICES AS WELL	8/12/24	
33 251.09(2)(a) <b>Infant &amp; Toddler - Responding To Crying Children</b>  Description: Child care workers were observed on several occasions to not respond promptly to crying infants needs.	AS STATE LICENSING SAFE SLEEP BEST PRACTICES. STAFF HAS BEEN INFORMED TO BE SURE TO ACKNOWLEDGE THE CHILD CRYING UNTIL TEACHER CAN COMFORT THE CHILD.	8/12/24	1

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34	251.09(2)(h) Infant & Toddler - Safe Toys & Objects  Description: Infants were not provided with a wide variety of safe toys and objects when only soft books and broken toys were available in the Infant A classroom.	INFANT A HAS BEEN REARRANGED FOR PROPER CHILD SUPERVISION, AND STOCKED WITH A VARIETY OF SAFE AND CLEAN TOYS.	8/12/24	
35	251.09(3)(a)11. Infant & Toddler - Care During Feeding  Description: An infant who was not yet developmentally able to sit up without assistance was not held or placed in an infant chair or seat during feeding.	ALL STAFF HAVE BEEN TRAINED ON PROPER BOTTLE FEEDING PROCEDURES.	8/12/24	
36	251.09(4)(a)10. Infant & Toddler - Diapering Lotions, Powders, Salves  Description: Specific written directions from parents or a physician on the use of diapering salves was not posted in the diaper changing area and Staff G and Staff I reported being uncertain about whether to use a salve on an infant who was experiencing a bad rash.	ALL STAFF HAVE BEEN TRAINED ON THE PROPER DIAPER CHANGING POLICIES AND PROCEDURES. ALL CLASSROOMS HAVE BEEN GIVEN COMPLETED AND SIGNED TOPICAL OINTMENT FORMS.	8/12/24	

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37	251.09(4)(b) Infant & Toddler - Sinks In Self-Contained Area  Description: The sink in the Infant A classroom that is meant for food preparation was used to wash hands after diapering while toys were soaking in the sink meant for washing hands after diapering.	STAFF HAVE BEEN INFORMED ON PROPER CLEANING AND SANITIZING PROCEDURES.	8/12/24

**NAME - Agency Worker**  
Cierrena Schoville

**Date Issued**  
7/29/2024

**SIGNATURE - Certified Operator or Designee / Licensee or Designee**

*Cierrena Schoville*

**Date Signed**  
8/12/24