

INSTRUCTIONS FOR COMPLETING THE CORRECTION PLAN SECTION OF THE NONCOMPLIANCE STATEMENT AND CORRECTION PLAN (DCF-F-CFS294)

I have attached the Noncompliance Statement and Correction Plan (DCF-F-CFS294) dated April 19, 2022. Please complete this form as follows:

1. In the column titled "Correction Plan," indicate how you intend to correct each noncompliance listed on the form and outline the steps you will take to prevent future violation of the same rule. If you need more space than is provided on the form, attach additional pages and identify the item number to which the correction plan is related. Because completed and approved correction plans will be scanned and linked to the Regulated Child Care and YoungStar Public Search internet site, which shows each provider's violations, please note the following when writing your correction plan:
 - Do not include confidential information, including the names of children and staff.
 - Write in concise, plain English.
 - Be specific when describing what you have done or intend to do to correct each violation. Non-specific statements such as "It will be fixed", "Done", "Will do", "Don't agree" or "This won't happen again" do not provide the reader with any understanding of how the violation has been corrected or how you plan to prevent the violation from occurring again.
 - Be objective, factual and descriptive. The plan should not include derogatory comments, profanity or subjective observations, such as "The licensing specialist doesn't like me."
2. For each noncompliance, enter the date (month, day, year) by which you expect the correction plan to be completed.
3. Sign and date the form. Retain a copy for your records.
4. Return the completed and signed form to the department by the due date that appears at the top left of the form via:

. Email: Kayla.Sands@wisconsin.gov or
 . Fax: (262) 446-7991 or
 . Mail: DEPARTMENT OF CHILDREN AND FAMILIES
 BUREAU OF EARLY CARE REGULATION
 SOUTHEASTERN REGION
 141 NW BARSTOW ST
 ROOM 104
 WAUKESHA, WI 53188

If the correction plan and the completion dates are acceptable, the form will be linked to the Regulated Child Care and YoungStar Public Search internet site. If the correction plan or the expected completion dates are not acceptable, you will be contacted in writing or by telephone.

You are required to post a copy of the Noncompliance Statement and Correction Plan (DCF-F-CFS294) in a conspicuous area near the license so that it is visible to parents. This copy must remain posted until all noncompliances have been verified as corrected and the next DCF-F-CFS294 or DCF-F-CFS785 (Compliance Statement) has been issued. Note: If applicable, do not post the Staff and Child Identification Key. The information on the key is confidential and is meant for your reference only.

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Contact me if you have any questions.

a prepaid reply envelope.

Please take a few minutes to complete the Department of Children and Families (DCF) customer satisfaction survey so that you can tell us about your experience. The responses we receive to the survey will be compiled and reviewed by DCF staff to help us improve our services to child care providers. The survey takes approximately 5 minutes to complete. It is voluntary and anonymous, and there is no penalty for not responding. DCF staff will not be able to tell whether or not you responded to the survey or know what responses you submitted. Please follow this link to provide your feedback: <https://www.surveymonkey.com/r/LicenseFeedback>. Or, if you don't have internet access, contact your licensing office and request a paper version of the survey and

STATE OF WISCONSIN

DEPARTMENT OF CHILDREN AND FAMILIES

Division of Early Care and Education

NONCOMPLIANCE STATEMENT AND CORRECTION PLAN

Date Correction Plan Due
5/4/2022

TO FILE A COMPLAINT CALL
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	
Learn N Play Care Lic		0000 90350 / 001 - 2005393	
Address - Facility (Street, City, State, Zip Code)		Telephone Number	Date - Regulation Visit
913 Greenridge Ctr Mukwonago WI 531491442		262-399-6210	4/5/2022
Rule/Statute Number	Correction Plan	Expected Completion Date	Verification Date
1 251.04(6)(a)1. Child Record - Enrollment Information Description: The files for Child 2 and Child 3 lacked complete enrollment information upon review. Files lacked information pertaining to authorized persons and emergency contacts.	All files were reviewed, we required all parents to fill in everything and explained that N/A was not acceptable due to licensing.	04/22/2022	
2 251.04(6)(a)8.a. Child Record - Physical Exam - Under 2 Description: The file for Child 1 lacked an updated physical examination upon review. Child is under the age of two and required an updated physical within the past six (6) months; the last documented physical was from September 2021.	Child's birthday was at the end of April, we received an updated health report until the new dr. appointment. We did not allow the child to attend until the paperwork was turned in. The parent called that day and had it faxed over to the daycare by the next morning BEFORE drop off of the child.	04/05/2022	

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913 Greenridge Ctr Mukwonago WI 53149-1442		262-399-6210	4/5/2022
Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
<p>3 251.05(2)(a)6. Staff Record - Days & Hours Worked</p> <p>Description: Center lacked documentation of current and accurate days and hours worked when included in staff-to-child ratios.</p> <p>Repeat violation: Previously cited on 6/16/2021</p>	<p>Teachers had paper copies of their hours worked and on what days.</p> <p>I have changed the classroom attendances to show what teacher is in the room and at what time. I also have teachers sign in and out on brightwheel as another form.</p>	04/05/2022	
<p>4 251.055(1)(a) Supervision Of Children</p> <p>Description: Children were not within sight and sound supervision to guide behaviors and activities and ensure safety. A one-year-old child was placed in a back nap room awake.</p>	<p>Cameras are in the nap room and in the rooms at the center. Cameras are accessible on all tablets and directors' phone. Cameras have sight and sound. This was discussed and explained at a separate meeting with the licensor the upcoming week. Licensor was not informed of the cameras at the visit as it was not brought up. Sleep checks are done on the brightwheel app frequently.</p>	04/05/2022	

5	<p>251.055(2)(c) Mixed-Age Group - Staff-To-Child Ratio</p> <p>Description: Center did not maintain staff-to-child ratios at the time of licensing visit. Multiple times one staff member was observed in the Teal classroom alone with six children, two of which were under the age of two; the prorata calculation was noted at 1.059, requiring two staff members. An awake infant child was moved to the nap room, resulting in the infant teacher having five children by herself. Infant ratios are four children to one staff.</p>	<p>Ratios will stay maintained throughout the day. The nap room is separate from the infant room. The infant teacher had four children one of them sleeping at the time of visit. The teacher had three awake children and the child from teal room that was placed in the nap room. Child in infant rooms nap started at 12:31pm-3:32pm.</p>	04/05/2022
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<p>Name - Certified Operator / Licensed Center Learn N Play Care LLC Provider Number / Facility ID Number 0000590350 / 001 - 2005393</p>			
<p>Address - Facility (Street, City, State, Zip Code) 913 Greenridge Cir Mukwonago WI 531491442</p>		<p>Telephone Number 262-399-6210</p>	<p>Date - Regulation Visit 4/5/2022</p>
<p>Rule/Statute Number Noncompliance Statement</p>		<p>Correction Plan</p>	<p>Expected Completion Date</p>
6	<p>251.06(9)(g)1.b. Meal Preparation Staff - Clothing, Hair Restraints</p> <p>Description: Staff preparing lunch lacked an effective hair restraint, such as a hair net or cap.</p>	<p>Hair nets have been bought and placed in the kitchen for all meal and snack preps.</p>	04/06/2022
7	<p>251.07(1)(h) Program Reflects Policies</p> <p>Description: The program as implemented did not reflect the center's written policies. Center failed to follow their written program of activities as noted within the classroom. Repeat violation: Previously cited on 2/28/2022</p>	<p>Teal room schedule was still up from a past employee. Schedules for all rooms have been changed and updated to fit our new routine</p>	04/06/2022

Date Issued
4/19/2022

NAME - Certification Worker / Licensing Specialist
Kayla Sands, Janette Cromell

DCF-F-CFS0294-E (R.06/2011)

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8	<p>251.09(1)(i) Infant & Toddler - Crib Mattresses & Coverings</p> <p>Description: Cribs lacked tight fitting mattresses upon licensing review. Gaps were observed at the ends of mattresses, between the mattress and the end of the crib.</p> <p>Repeat violation: Previously cited on 10/19/2021</p>	<p>New sheets were purchased for all of the cribs. Enough for 3 changes a day for all of the cribs were bought. Bed sheet holder straps accepted by the licensor were bought as back up just in case.</p>	04/06/2022
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Address - Facility (Street, City, State, Zip Code)		Telephone Number	Date - Regulation Visit
913 Greenidge Ctr Mukwonago WI 531491442		262-396-6210	4/5/2022
Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
<p>9 251.09(2)(a) Infant & Toddler - Responding To Crying Children</p> <p>Description: A crying child was not responded to. A one-year-old child was placed in a back nap room, child was heard crying from the front of the center, causing multiple other children to cry.</p>	<p>The child that was crying in the back nap room was an infant that was from the infant room as seen on camera. As talked about in the meeting the week after we discussed different soothing options and to rock the child to sleep. If the child cries after being placed in the crib we will rub the back and try to slowly move away. If this does not work, we will continue to rock the child. This is a process that we are working on to help the child.</p>	04/05/2022	
<p>10 251.09(4)(a)2. Infant & Toddler - Wet Or Soiled Diapers</p> <p>Description: Wet or soiled diapers were not changed promptly. Two children were noted in care since 9am without a diaper change until 1pm. One child's diaper was observed hanging and sagging off the child.</p>	<p>The children were not marked in the brightwheel app at the time of changing. Children were dry. One child remained dry even after the check from the previous check. The other child is in the middle of potty training and will remain dry for a long period of time and then will pee a lot causing the diaper to sag. The child also tells us when they pee. As discussed in the meeting after we are able to attend to the children first as that is our main priority and able to document later in brightwheel by changing the time.</p>		

[Handwritten Signature]
DC F-CFS0295-E (R. 06/20/17)

04/20/2022