

<b>Date Correction Plan Due</b> 12/17/2025	<b>NONCOMPLIANCE STATEMENT AND CORRECTION PLAN</b>	<b>TO FILE A COMPLAINT CALL</b> 920-785-7811
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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.

<b>Name - Certified Operator / Licensed Center</b> Kids Hq Child Care Center		<b>Provider Number / Facility ID Number</b> 4000589854 / 001 - 2004524		
<b>Address - Facility (Street, City, State, Zip Code)</b> 1911 S Washburn St Oshkosh WI 549048292		<b>Telephone Number</b> 920-456-0440	<b>Date - Regulation Visit</b> 8/22/2025	
	<b>Rule/Statute Number</b> <b>Noncompliance Statement</b>	<b>Correction Plan</b>	<b>Expected Completion Date</b>	<b>Verification Date</b>
1	251.04(3)(i) <b>Report - Unknown Whereabouts Or Left Premise</b>  Description: Based on record review on August 22, 2025, the licensee failed to report an incident that resulted in two child care workers not knowing the whereabouts of a 2.5-year-old child on June 17, 2025.	Management team has been significantly revamped and all new team members have been trained on procedures for self reporting.	1/31/26	
2	251.05(2)(a)3.a. <b>Staff Record - Physical Examination</b>  Description: Based on record review on August 22, 2025, according to the Staff Record Checklist Staff Member A, B, C, E, F, G, H, and I failed to have a health report on file.	Responsibility for staff files has been reassigned to new team member to ensure timely completion and future compliance	1/31/26	

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3	251.05(2)(a)6. <b>Staff Record - Days &amp; Hours Worked</b>  Description: On 8/22/25, documentation of staff members days and hours worked, and in which classroom the staff member was included in the staff-to-child-ratio was not available for examination by the licensing specialist.	A paper copy of staff classroom assignments will be printed weekly so as to prevent future confusion on what documents state needs available.	1/31/26	
4	251.05(3)(b) <b>Abusive Head Trauma Prevention Training</b>  Description: Based on record review on August 22, 2025 according to the Staff Record Checklist Staff Member A, B, C, D, F, G, and H failed to have a abusive head trauma on file prior to working with children.  Repeat violation: Previously cited on 5/1/2024	Responsibility for staff files has been reassigned to new team member to ensure timely completion and future compliance	1/31/26	
5	251.05(3)(cm) <b>Child Abuse &amp; Neglect - Biennial Training</b>  Description: Based on record review on August 22, 2025 according to the Staff Record Checklist Staff Member D and I failed to have biennial child abuse and neglect training on file.	Responsibility for staff files has been reassigned to new team member to ensure timely completion and future compliance	1/31/26	

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6	251.05(3)(f)3. <b>Child Care Teacher - Entry-Level Training</b>  Description: Based on record review on 8/22/25 according to the Staff Record Checklist Staff Member A and C failed to have lead teacher qualifications on file.	Paper copies of all training and education records are being placed in staff files while waiting for their WI Registry account to update	1/31/26	
7	251.05(3)(gr)2. <b>Meal Prep Personnel - Orientation</b>  Description: Based on record review on August 22, 2025 according to the Staff Record Checklist Staff Member I failed to have orientation on file.	Responsibility for staff files has been reassigned to new team member to ensure timely completion and future compliance	1/31/26	
8	251.055(1)(a) <b>Supervision Of Children</b>  Description: Based on record review and interview on August 22, 2025, it was discovered that on June 17, 2025, child care workers failed to supervise a 2.5-year-old child, within sight and sound to guide the child's activities and ensure safety, when the workers responsible for the child brought their group of children inside and leaving the 2.5-year-old child on the playground.	Staff meeting will include a review of child tracking procedures and requesting help from support staff to ensure smooth transitions	1/31/26	

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9	<p>251.055(1)(f) <b>Child Tracking Procedure</b></p> <p>Description: Based on record review on August 22, 2025 it was discovered that on June 17, 2025, two child care workers failed to adhere to the center's child tracking procedure of conducting head counts before and after leaving the classroom, resulting in a 2.5-year-old-child being left on the playground.</p> <p>Repeat violation: Previously cited on 11/27/2024</p>	Staff meeting will include a review of child tracking procedures and requesting help from support staff to ensure smooth transitions	1/31/26	
10	<p>251.055(2)(c) <b>Mixed-Age Group - Staff-To-Child Ratio</b></p> <p>Description: Based on observation by the Licensing Specialist on 8/22/25 a child care worker was left outside alone with a mixed ratio of 1.7 for approximately 3 minutes, when the co-teacher went back into the center to retrieve items.</p>	Staff meeting will include a review of child tracking procedures and requesting help from support staff to ensure smooth transitions	1/31/26	
11	<p>251.06(10)(dm)1. <b>Washrooms - Sanitary Conditions</b></p> <p>Description: Based on observation of the center bathroom within the preschool classroom failed to be clean and sanitary, it smelled of urine. The two's bathroom failed to be clean and had black marks within the toilet and black marks on the seat.</p> <p>This was corrected by 8/28/25 visit.</p>	Janitorial staff was increased to a minimum of 5 days per week from 4 days per week.	As noted, Resolved on 8/28/25	

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12	<p>251.06(10)(f) <b>Bathroom Supplies</b></p> <p>Description: Based on observation of the bathrooms and classrooms the center failed to have paper towel within the entire center. Soap was also not within bathrooms. Staff and Children were unable to dry their hands.</p> <p>This was corrected by 8/28/25 visit.</p>	<p>The paper towel was delivered to the center during the regulation visit and distributed as quickly as possible. Staff was instructed that messaging management about supplies or classroom needs as per our normal procedure is acceptable during a regulation visit.</p>	<p>As noted, resolved on 8/28/25</p>	
13	<p>251.06(11)(bm)3. <b>Outdoor Play Equipment - Construction, Condition</b></p> <p>Description: Based on observation of the outdoor play space, the preschool climber has protruding bolts on the top of the climber that's easily accessible to children.</p> <p>On the preschool outdoor play space a drain pipe has wires hanging from it that are exposed and easily accessible to children.</p> <p>This was corrected by 8/28/25 visit.</p>	<p>Bolts had come loose and were tightened.</p> <p>Cables were relocated</p>	<p>Per WI DCF rep, corrected by 8/28/25</p>	

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14	<p>251.06(2)(b) <b>Electrical Or Hot Surface Protection</b></p> <p>Description: Based on observation of the center three outlets failed to be covered. This was observed within classroom room 3a (1 outlet cover missing) and the 3a's bathroom (2 outlet covers missing).</p> <p>This was corrected by 8/28/25 visit.</p>	Outlet covers installed	Per WI DCF, corrected by 8/28/25	
15	<p>251.06(2)(d) <b>Access To Materials Potentially Harmful To Children</b></p> <p>Description: Based on observation of the 2-3 year old classroom bathroom, children have access to potentially harmful items. Children's diaper creams that state keep out of reach of children are on low shelving, easily accessible to children.</p> <p>Repeat violation: Previously cited on 8/15/2024</p>	The sealed container of diaper creams has been moved	8/31/25	
16	<p>251.06(2)(gm) <b>Premises - Well Drained, Clean, In Good Repair</b></p> <p>Description: Based on observation of the center the premise failed to be well drained, clean and in good repair. Within the two's classroom the floors failed to be clean, they had black sticky marks on the floor. The preschool classroom bathroom failed to have a toilet paper roll that was attached to the wall, it had fallen off and there are holes within the wall accessible to children.</p>	Our center is being cleaned a minimum of 5 days per week and our handyman comes weekly during the evening or on weekends when children are not present to do repairs. Both were notified of these items.	8/31/25	

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17	251.06(2)(h) <b>Smoking Prohibited On Premises And In Vehicles</b>  Description: Based on observation on 8/22/25 it was observed by the licensing specialists that a staff member was smoking on premise near the front door of the building.	We no longer have any staff members who smoke so this is resolved.	9/30/25	
18	251.06(3)(b)2. <b>Emergencies - Practice Written Plans</b>  Description: Based on record review on August 22, 2025 the program failed to conduct fire drills in the months of January, March, April, May, and June in 2025. The program failed to conduct tornado drills in the months of April, May, June and July in 2025.	This responsibility was transferred to a new staff member to ensure the written record is completed.	1/31/26	
19	251.06(4)(jm)2. <b>Fire Alarms &amp; Smoke Detectors - Testing</b>  Description: Based on record review on August 22, 2025 the program failed to conduct fire alarm and smoke detector testing in the months of January, March, April, May, and June in 2025.	Same document as #18. Written documentation was updated and new staff member assigned ongoing responsibility.	1/31/26	

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20	<p>251.06(9)(b)3. <b>Manual Dishwashing - 3-Step Procedure</b></p> <p>Description: Based on observation on 8/22/25 the center failed to wash dishes using the three step process. This was observed in the infant/toddler classroom. The dishes were just washed with soap and water, which is only two steps.</p>	Classroom teachers made immediate corrections. Three step process will be retrained at future staff meetings to ensure that it is done correctly in all classrooms or if anyone is assisting in the kitchen.	1/31/26	
21	<p>251.06(9)(d)1.c. <b>Food Storage - Cold Storage Thermometers</b></p> <p>Description: Based on observation a thermometer failed to be within the kitchen and infant classroom refrigerators.</p>	Thermometers were located and immediately placed in the required location.	8/28/25	
22	<p>251.06(9)(g)1.b. <b>Meal Preparation Staff - Clothing, Hair Restraints</b></p> <p>Description: Based on observation the cook failed to have an appropriate hair restraint of a hair net or hat when preparing meals. The cook had a hooded sweatshirt.</p>	Hair nets are available in the kitchen.	8/22/25	
23	<p>251.07(1)(a) <b>Written Program Of Activities</b></p> <p>Description: Based on observation of the classrooms on August 22, 2025, classrooms failed to have lesson plans or classroom schedules posted.</p>	New display boxes are up and in use.	8/28/25	

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24	251.07(3)(a)1. <b>Indoor Equipment - Developmental Level, Size</b>  Description: Based on observation a toddler who is able to walk, was placed in a bouncy seat with straps to feed. This equipment was not age/size appropriate for the child as the weight of the child resulted in the bouncy seat leaning so far back it was almost touching the floor.	All flexible bouncy chairs have been removed from the room.	8/30/25	
25	251.07(3)(a)2. <b>Indoor Equipment - Construction, Condition</b>  Description: Based on observation of the center within the two year old classroom a teacher desk failed to be anchored to the wall. The instructions state it is required to be anchored.	Desk was not in use so it was removed from the room.	8/23/25	
26	251.07(3)(c) <b>Indoor &amp; Outdoor Equipment - Based On Maximum Licensed Capacity</b>  Description: Based on observation of the center and within classrooms the center failed to have enough equipment based on the licensed capacity. There were not at least three activities per child for the center's capacity. During the visit there were two activities per child for the number of children present during the visit.	Management team conducts monthly audits of classrooms to ensure adequate equipment and to inspect the condition of the classroom items.	8/28/25	

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27	251.07(3)(i) <b>Cleanliness Of Furnishings, Toys, Equipment</b>  Description: Based on observation of the center all of the classrooms had toys, equipment and furnishings that were dirty. The toys and shelves had visible dirt and grime on them. Classroom bean bag chairs were dirty and classroom vinyl foam chairs were visibly dirty and had holes.	Daily classroom cleanliness checklists will be completed by teaching staff.	12/31/26	
28	251.07(4)(e) <b>Naps Or Rest Periods - Bedding Maintenance, Storage, Cleanliness</b>  Description: Based on a complaint investigation and observation the cots within a number of classrooms failed to have a cover. The cots sheets were very dirty, some had food still on the cots. The cot sheets failed to be washed when soiled.	Sheets will be used to cover cots when they are not in use. Staff retrained on where to locate our spare cot sheets and to replace them as needed throughout the week.	1/31/26	
29	251.07(6)(i)1. <b>Washing Child's Hands &amp; Face</b>  Description: Based on observation children's hands failed to be washed after diapering.  Repeat violation: Previously cited on 2/20/2024	Staff retrained on requirement for infants and toddlers to have their hands washed after each diaper change.	1/31/26	

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30	251.09(1)(e) <b>Infant &amp; Toddler - Provider Training</b>  Description: Based on record review on 8/22/25 according to the Staff Record Checklist Staff Member H failed to have infant toddler training on file within 6 months after assuming the position. Start date 6/6/24.	Responsibility for staff files has been reassigned to new team member to ensure timely completion and future compliance. This staff member specifically is not working with infants or toddlers until course completed.	1/31/26	
31	251.09(1)(j) <b>Infant &amp; Toddler - Crib Mattresses &amp; Coverings</b>  Description: Based on observation of the toddler classroom the crib failed to have a tight-fitting mattress covering that fits snugly over the mattress. The mattress cover is very loose and can be pulled up.	Crib sheets inspected and any loose fitting sheets discarded.	12/31/25	
32	251.09(1)(L) <b>Infant &amp; Toddler - Soft Materials In Cribs</b>  Description: Based on observation on August 22, 2025 an infant was asleep within a crib with a blanket hanging on the side of the crib.  Corrected during visit  Repeat violation: Previously cited on 8/15/2024	Teacher recognized the error at the time of the visit and made the correction.	8/22/25	

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33	251.09(4)(a)3. <b>Infant &amp; Toddler - Diaper Changing Surface Disinfection</b>  Description: Based on observation of the center diaper change surfaces failed to be clean and disinfected after each use. The center failed to have paper towel within the center so the two step process was not completed. Children were changed right after one another.	As stated in Violation #12, paper towels were distributed as soon as support staff became available.  Review of cleaning procedures will be included in future staff meetings.	1/31/26
34	251.09(4)(b) <b>Infant &amp; Toddler - Sinks In Self-Contained Area</b>  Description: Based on observation of the one year old classroom, there are two sinks within the room however only one sink is being used. This one sink is being used for handwashing, diapering, food prep and washing dishes. The center failed to have a sink which is not used for food prep or dishwashing within the room.  This was corrected by 8/28/25 visit.	Classroom has 3 sinks. One in bathroom and one in classroom have been labeled for hand washing only. Only one of the sinks is to be used for food prep or dishes. Signage posted accordingly.	1/31/26

**NAME - Agency Worker**  
Cassandra Debauche, Amie Bodart

Date Issued  
12/3/2025

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

*Brenda Leopold*

Date Signed  
12/23/2025