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 May 19, 2026 . 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:** jill.kellner@wisconsin.gov **or**
   - **Fax:** (920) 785-7869 **or**
   - **Mail:** DEPARTMENT OF CHILDREN AND FAMILIES
     BUREAU OF EARLY CARE REGULATION
     NORTHEASTERN REGION
     200 NORTH JEFFERSON
     SUITE 411
     GREEN BAY, WI 54301

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.

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 a prepaid reply envelope.

Contact me if you have any questions.

Date Correction Plan Due	NONCOMPLIANCE STATEMENT AND CORRECTION PLAN	TO FILE A COMPLAINT CALL
6/2/2026		920-785-7811

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
Kids Hq Child Care Center	4000589854 / 001 - 2004524

Address - Facility (Street, City, State, Zip Code)	Telephone Number	Date - Regulation Visit
1911 S Washburn St Oshkosh WI 549048292	920-456-0440	5/12/2026

	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
1	251.05(2)(a) **Staff Record - Maintenance & Availability** Description: One staff member, #D did not have a complete file at the facility - see checklist.	Staff file was updated and checklist completed	5/31/26	
2	251.05(2)(a)6. **Staff Record - Days & Hours Worked** Description: On 5/8 one staff member did not sign out of care and on 5/12/26 one staff member was not signed into care but was working in the 2 - 2.5 year old room. Repeat violation: Previously cited on 8/22/2025	Staff was retrained on the importance of signing in/out both in the app as well as on the paper log in the room	5/31/26	

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	Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
3	251.05(3)(b) **Abusive Head Trauma Prevention Training** Description: Three staff members #A, B and C did not have abusive head trauma documented in their file prior to working with children - see checklist. Repeat violation: Previously cited on 1/20/2026, 8/22/2025	Staff files were reviewed for all required training and completed as necessary	5/31/26	
4	251.05(3)(c) **Cardiopulmonary Resuscitation Training** Description: Two staff members #H & I did not have a CPR certificate in their files within 3 months of hire- see checklist. Repeat violation: Previously cited on 1/20/2026	Staff files were reviewed for all required training and completed as necessary	5/31/26	
5	251.05(3)(cm) **Child Abuse & Neglect - Biennial Training** Description: One staff member #F, did not have a current child abuse and neglect training completion in their file - hers expired in March of 2024 - see checklist. Repeat violation: Previously cited on 1/20/2026, 8/22/2025	Staff files were reviewed for all required training and completed as necessary	5/31/26	

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6	251.055(1)(b) **Supervision - Teacher Per Group Of Children** Description: Staff E was working alone in the infant room and she is not teacher qualified and does not have the infant and toddler course completed. Staff D and H were working in the 2.5 year room and neither are teacher qualified.	Staff qualifications have been updated	5/31/26	
7	251.06(2)(gm) **Premises - Well Drained, Clean, In Good Repair** Description: In the 18-24 month room there is a cabinet door that is loose above the changing table that needs to be repaired. In the 3-4 year old room the toilet paper holder is not attached to the wall and their are holes in the wall where the holder was that needs to be repaired. The 3 year old room bathroom had a very strong urine smell by the toilet and needs to be cleaned. Repeat violation: Previously cited on 1/20/2026, 8/22/2025	Door hinges were tightened and staff instructed to take care of this immediately themselves should it happen again. Toilet paper holder replaced Cleaning crew notified of issue and told to monitor more closely	5/31/26	

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8	251.06(2)(i) **Deteriorating Paint** Description: Based on observation the 2-2.5 year old room had chipping paint tv and the indoor gym area had paint chips on the walls. The 3 - 4 year old had paint chips on the walls. Repeat violation: Previously cited on 8/15/2024	Entire center needs to be repainted as paint quality is poor. Will continue touching up as needed until we are able to repaint throughout	5/31/26	
9	251.06(4)(d) **Exits & Passageways - Unobstructed, Minimum Width** Description: The two back exits were blocked. The one in the classroom had chairs stacked in front of it and the gym exit door had mats in front of it.	Staff informed that children's furniture and toys cannot be left in front of unused doors.	5/31/26	
10	251.07(3)(i) **Cleanliness Of Furnishings, Toys, Equipment** Description: In the older infant room their was milk spilled in the refrigerator that was dried and it needs to be cleaned. The mats in the gym had tears in them and they need to be repaired or replaced. Repeat violation: Previously cited on 8/22/2025	Refrigerator was cleaned and cleaning staff asked to monitor Mats were removed	5/31/26	

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11	251.07(6)(f)1.a. **Medication Administration - Parent Authorization** Description: 13 of the medical authorizations were missing start and end dates.	Medical authorizations were audited and archived as needed	5/31/26	
12	251.07(6)(f)5. **Medication Administration - As Labeled & Authorized** Description: Their were 2 bottles of Tylenol that had expired and were at the facility in the med boxes.	Medicine box was cleaned out	5/31/26	
13	251.07(6)(f)6. **Current Authorizations For Medications On Premises** Description: There were 6 bottles of Tylenol and 3 tubes of teething gels that were at the center with blanket authorizations and need to be sent home.	All medications are now sent home on Fridays	5/31/26	
14	251.07(6)(i)1. **Washing Child's Hands & Face** Description: An infant child hands were observed to not be washed after diapering on 5/12/26. Repeat violation: Previously cited on 8/22/2025	Retraining of staff in infant rooms about washing the child's hands with every diapering	5/31/26	

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15	251.07(6)(i)2. **Adult Handwashing** Description: Staff C did not wash her hands after diapering a child on 5/12/26.	Training provided on the correct handwashing procedures	5/31/26	

NAME - Agency Worker
Jill Kellner, Jessica Farah

Date Issued
5/19/2026

SIGNATURE - Certified Operator or Designee / Licensee or Designee
Brenda Leopold

Date Signed
7/28/26