



- (6) Withholding or forcing of meals, snacks, naps, or outdoor time to correct behavior;
- (7) Demanding excessive physical exercise or excessive rest; and
- (8) Placing substances in a child's mouth to cause discomfort such as soap, food, or spices.

A provider who is under investigation for abuse and neglect may not be in a caregiving role, if the department determines there is an imminent safety concern to a child in the provider's care.

### **Summary of Non-Compliance Finding:**

An investigation concluded on March 3, 2025, determined that a provider used inappropriate disciplinary practices, which resulted in a child being injured

### **Corrective Action:**

1. Following the incident, the director reviewed the program policies and reminded employees about the relevant regulations, including mandatory reporting of child abuse and neglect and appropriate behavior management strategies.
2. All providers will complete the "20 Positive Guidance Techniques and Managing Stress" and "Community Resiliency Model" training provided by Sanford Children's CHILD Services by May 9, 2025. The director will contact Sanford Children's CHILD Services to schedule these trainings by March 21, 2025. *The Corrective Action Plan has been extended due to a delay in scheduling the Community Resiliency Model training, which is now set to occur on June 18, 2025.*
3. The program's behavior management policy will be reviewed and updated, as needed, to ensure that it effectively addresses behavior management strategies. Sanford Children's CHILD Services can provide assistance in reviewing and developing the program's behavior management policy.

### **Supporting Evidence:**

1. On March 6, 2025, the director submitted to OLA a copy of the program policy review, signed by each provider
2. Verification of the "20 Positive Guidance Techniques and Managing Stress" and "Community Resiliency Model" training will be retained in each provider's personnel file as evidence of compliance, which will be reviewed by OLA.
3. The updated behavior management policy will be provided to OLA by April 15, 2025.
4. OLA will conduct monitoring visits for a period of 90 days.

**How Maintained:**

1. The director will observe all classrooms daily to ensure that appropriate behavior management strategies are implemented.
2. Daily observations will be documented, including notes on whether coaching or training is needed for classroom providers.

**Position Responsible:**  
Owner/Director Katie Hansich

**Expected Completion Date:**  
June 20, 2025

**Date Completed:**  
June 30, 2025

**SIGNATURES**

Your signature below certifies you have read and understand the non-compliance findings and agree to make corrections to be compliant with the identified administrative rules.

Kalie Hanisch  
Provider Name



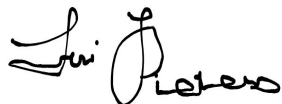
Signature of Provider

March 12, 2025

Date

**The Department of Social Services, Office of Licensing and Accreditation has reviewed and accepted the above plan.**

Teri Pieters  
Printed Name of DSS Staff



3/12/2025, 2:58:58 PM  
Signature of DSS Staff:

March 12, 2025

Date

\_\_\_\_\_  
Signature of DSS Staff:

\_\_\_\_\_  
Date

**COMPLETION DETAILS**

**COMPLETION DATE:** June 30, 2025

**The Department of Social Services, Office of Licensing and Accreditation has reviewed the actions taken by the agency to resolve the above items and has accepted the above plan as completed.**

Teri Pieters

\_\_\_\_\_  
Printed Name of DSS Staff



7/8/2025, 10:54:50 AM

\_\_\_\_\_  
Signature of DSS Staff:

June 30, 2025

\_\_\_\_\_  
Date