



- (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:**

During a complaint investigation, it was found that a provider used inappropriate discipline by forcing a child to eat wood chips while on the playground.

**Corrective Action:**

1. The Director will review and update the program's behavior management policies, as needed, to ensure they align with child care regulations. Updated policies and behavior management strategies will be reviewed with all providers by June 27, 2025. Sanford Children's CHILD Services may assist with the review and development of these policies.
2. Sanford Children's CHILD Services will hold a training session for all providers on effective behavior management techniques titled "The Behavior Blueprint" by June 27, 2025.
3. The Early Preschool and Preschool classrooms will receive technical assistance from Sanford Children's CHILD Services, starting the week of June 16, 2025.

**Supporting Evidence:**

1. The updated behavior management policy will be provided to OLA by June 20, 2025.
2. The director will retain all training certificates for the "The Behavior Blueprint" training provided by Sanford Children's Child Services for the Office of Licensing & Accreditation (OLA) for review.
3. Verification of the dates when Sanford Children's CHILD Services provides technical assistance in the Early Preschool and Preschool classrooms will be documented for review by OLA.
4. OLA will conduct monitoring visits for a period of 90 days.

**How Maintained:**

To ensure ongoing compliance and implementation of appropriate behavior management strategies, the Director will conduct daily classroom observations

. These observations will focus on verifying the consistent use of positive guidance techniques by all staff. The Director will maintain a

log of each observation

, which will include the

date

,

classroom

,

providers present

,  
positive behavior strategies observed

, and any

coaching or redirection provided

. This log will be made available for review by OLA to support continued monitoring and accountability.

**Position Responsible:**  
Regional Manager and Director

**Expected Completion Date:**  
September 05, 2025

**Date Completed:**  
August 29, 2025

## Corrective Action Plan #2

### **Administrative Rule:**

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A child care provider shall immediately report any suspected abuse or neglect of a child to child protective services, law enforcement, or the States Attorney's office, and cooperate fully in the investigation of any incident.

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

During the complaint investigation, it was determined that both management and staff failed to report suspected instances of child abuse and neglect occurring at the facility to the appropriate authorities.

### **Corrective Action:**

1. The Provider and all staff will immediately report any suspicions of child abuse and neglect to Child Protection Services or Law Enforcement.
2. The Director will review and update the program's mandatory reporting policies, as needed, to ensure they align with child care regulations. Updated policies and mandatory reporting requirements will be reviewed with all providers by June 27, 2025. Sanford Children's CHILD Services may assist with the review and development of these policies.
3. Sanford Children's CHILD Services and the Office of Licensing & Accreditation (OLA) will conduct a mandatory reporting training session for all providers by July 11, 2025.
4. The Director will participate in the online "QRIS Leadership Series," beginning no later than June 13, 2025. The series must be completed by August 25, 2025.
5. Following each section of the QRIS Leadership Series, the director will meet with representatives from Sanford Children's CHILD Services to review the material and receive guidance on the topics covered in the training.

### **Supporting Evidence:**

1. The updated mandatory reporting policy will be provided to OLA by June 20, 2025.
2. The director will retain all certificates for the "Mandatory Reporting" training provided by Sanford Children's CHILD Services for OLA's review.
3. The director will retain certificates from the QRIS Leadership Series, along with a summary of discussions held with Sanford Children's CHILD Services, in their provider folder for review by OLA.
4. OLA will conduct monitoring visits for a period of 90 days.

**How Maintained:**

The director will ensure all providers immediately report all suspicions of child abuse and neglect.

**Position Responsible:**  
Regional Manager and Director

**Expected Completion Date:**  
September 05, 2025

**Date Completed:**  
August 29, 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.

Samantha Amick  
Provider Name



Signature of Provider

June 05, 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



6/16/2025, 2:32:40 PM  
Signature of DSS Staff:

June 16, 2025  
Date

**COMPLETION DETAILS**

**COMPLETION DATE:** August 29, 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

A handwritten signature in black ink that reads "Teri Pieters". The signature is written in a cursive style with a large initial "T" and "P".

9/3/2025, 10:53:42 AM

Signature of DSS Staff:

August 29, 2025

Date