

- (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 determined that providers did not adhere to approved discipline practices with the children in their care.

Corrective Action:

1. The Director will review and update the program's behavior management policies, as needed, to ensure alignment with child care regulations. The updated policies and behavior management strategies will be reviewed with all providers by **July 31, 2025**. Sanford Children's CHILD Services can assist in reviewing and developing the program's behavior management policy.
2. Sanford Children's CHILD Services will conduct the following trainings **by October 31, 2025**:
 - *Intentional Interactions*: Providers will explore the importance of intentional, meaningful interactions and learn strategies to foster optimal connections with children in their care.
 - *The Behavior Blueprint*: Providers will gain proactive strategies for addressing challenging behaviors, while emphasizing developmentally appropriate practices and setting clear expectations for children.
 - *Being a Mandated Reporter*: Providers will learn the responsibilities of being a mandated reporter and the importance of fulfilling this critical role in protecting children.

Supporting Evidence:

1. The updated behavior management policy will be submitted to the Office of Licensing & Accreditation (OLA) **by July 31, 2025**.
2. The Director will retain all training certificates for the following sessions: *Intentional Interactions*, *The Behavior Blueprint*, and *Being a Mandated Reporter*.
3. OLA will conduct monitoring visits for a period of 60 days to ensure compliance and implementation of corrective actions.

How Maintained:

To ensure ongoing compliance and the 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 to OLA for review to support continued monitoring and accountability

Position Responsible:

Expected Completion Date:

Date Completed:

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.

Krista Smith

Provider Name



Signature of Provider

July 03, 2025

Date

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

Julie Hermansen

Printed Name of DSS Staff



7/7/2025, 10:51:40 AM

Signature of DSS Staff:

July 07, 2025

Date

COMPLETION DETAILS

COMPLETION DATE: October 20, 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.

Julie Hermansen

Printed Name of DSS Staff



10/20/2025, 4:27:29 PM

Signature of DSS Staff:

October 20, 2025

Date
