



## Corrective Action Plan

Date Issued      November 07, 2025      Status      Closed

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| Provider Name    | <u>KID'S CROSSING DAYCARE CENTER</u>                       |
| Provider Type    | <u>Child Care</u>  |
| License #        | <u>1504651043</u>  |
| Provider Address | <u>6101 S Mogen Ave Unit 5, Sioux Falls, SD 57108, USA</u> |
| Provider Contact | <u>Tami Trevino</u>  |

The following administrative rules have been found to be out of compliance. A corrective action plan is required to bring the provider into compliance. Continued non-compliance could lead to revocation of your license.

### Corrective Action Plan #1

**Administrative Rule:**

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A provider shall meet the physical, social, emotional, and cognitive needs of a child, and identify procedures to implement behavior management strategies for use with children in care. Behavior management strategies must offer limits, with positive guidance and direction, to help a child develop self-control and respect for the rights of others, be appropriate to a child's age and developmental level, and include strategies to prevent shaken baby syndrome and abusive head trauma.

A behavior management strategy may not be delegated to an older child or peer. Separation, when used as a strategy, must be within sight or hearing of a provider.

The parent of a child may not, while working at the program, use a prohibited discipline technique to discipline the parent's child.

The following methods of discipline are prohibited:

- (1) Spanking, hitting, pinching, biting, shaking, or inflicting any other physical punishment;
- (2) Verbal abuse, shouting, threats, humiliation, or derogatory or sarcastic remarks about the child or the child's family;
- (3) Restriction of movement or confinement;
- (4) Isolating a child in an adjacent room, hallway, closet, darkened area, or any other area where a child cannot be seen or supervised;
- (5) Punishment for lapses in toilet training;

- (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 an investigation conducted by the Office of Licensing & Accreditation on October 10, 2025, it was determined that the provider used inappropriate discipline with children in care. Additionally, the program was cited for non-compliance after a separate complaint investigation in June 2025 found that a different provider had also used inappropriate discipline techniques with children in care.

### **Corrective Action:**

1. The Director will review and update the program's behavior management policies, as necessary, to ensure alignment with child care regulations. Updated policies and strategies will be reviewed with all providers by **December 15, 2025**. Sanford Children's CHILD Services may assist in the review and development of these policies.
2. All providers will sign an acknowledgment confirming they have reviewed and understand the updated behavior management policies.
3. Sanford Children's CHILD Services will provide a training session for all providers, titled "*Prevention is Key! Understanding Behavior Management*," covering effective behavior management techniques. This training will be completed by **December 15, 2025**.

### **Supporting Evidence:**

1. The updated behavior management policy will be submitted to the Office of Licensing & Accreditation (OLA) by **December 8, 2025**. The updated behavior management policy was received on 12-15-2025.
2. The Director will retain all training certificates from the "*Prevention is Key! Understanding Behavior Management*" session provided by Sanford Children's CHILD Services for OLA review.
3. The Director will maintain all signed acknowledgment statements confirming that providers have reviewed and understood the updated behavior management policy.
4. OLA will conduct monitoring visits over a 90-day period to ensure compliance and implementation of the corrective actions.

### **How Maintained:**

The Director will provide ongoing oversight to ensure compliance with behavior management policies by conducting regular staff check-ins, reviewing staff adherence to updated policies, maintaining documentation of training and signed acknowledgments, and addressing any concerns promptly. Monitoring visits by the Office of Licensing & Accreditation will occur over a 90-day period to verify implementation and continued compliance.

**Position Responsible:**

**Expected Completion Date:**

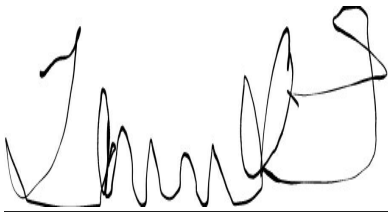
**Date Completed:**

**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.

Tamara Trevino

Provider Name



Signature of Provider

November 21, 2025

Date

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

Rita Trager

Printed Name of DSS Staff



11/17/2025, 1:50:48 PM

Signature of DSS Staff:

November 17, 2025

Date

**COMPLETION DETAILS**

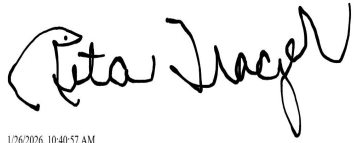
**COMPLETION DATE:** January 26, 2026

**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.**

Rita Trager

Printed Name of DSS Staff

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1/26/2026, 10:40:57 AM

Signature of DSS Staff:

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January 26, 2026

Date

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