



Corrective Action Plan

Date Issued March 05, 2026 Status Closed

Provider Name	<u>LIL TROOPERS LEARNING CENTER</u>
Provider Type	<u>Child Care</u>
License #	<u>806985453</u>
Provider Address	<u>1400 S Duluth Ave, Sioux Falls, SD 57105, USA</u>
Provider Contact	<u>Sam Hill</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:

67:42:17:41

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:

Following a complaint investigation, it was determined that a provider engaged in inappropriate behavior management with two-year-old children on four separate occasions. The provider is no longer employed at the program.

Corrective Action:

- The Provider will review and update the program's Mandatory Reporting Policy. The updated policy will be submitted to and approved by the Office of Licensing and Accreditation **by April 3, 2026**.
- The Provider will implement an incident reporting process for management and classroom providers to document all concerns, disciplinary incidents, and associated time frames. This process will be in place **by April 3, 2026**.
- The Provider will review and update the program's discipline policy to clearly outline prohibited disciplinary practices and emphasize expectations for appropriate child guidance. Updates will be completed **by April 3, 2026**.
- The Directors will meet with all classroom providers to review the updated Mandatory Reporting Policy, incident reporting process, and discipline policy **by April 10, 2026**.
- Sanford Children's Child Services will collaborate with the Directors to provide guidance and resources to support program policies, staff practices, and safe interactions with children, with the initial meeting completed **by March 16, 2026**.

Supporting Evidence:

- The updated Mandatory Reporting Policy was submitted to the Office of Licensing and Accreditation **on April 2, 2026**.
- The updated Incident Reporting Process was submitted to the Office of Licensing and Accreditation **on April 2, 2026**.
- The updated Discipline Policy was submitted to the Office of Licensing and Accreditation **on April 2, 2026**.
- Documentation showing that all classroom providers have completed a review of the updated Mandatory Reporting Policy, Incident Reporting Process, and Discipline Policy was submitted to the Office of Licensing and Accreditation **on April 9, 2026**.
- Documentation confirms the Director's participation in the initial collaborative meeting with Sanford Children's Child Services **on March 17, 2026**. The program continues to actively cooperate and engage with guidance and recommendations to support program policies, staff practices, and safe interactions with children.

How Maintained:

- The Directors will conduct regular classroom observations for 60 days to ensure staff consistently use positive guidance techniques. An observation log will be maintained documenting the date, classroom observed, classroom providers present, strategies observed, and any coaching or corrective guidance provided. The log will be made

available to the Office of Licensing and Accreditation upon request.

- The Office of Licensing and Accreditation will conduct monitoring visits during a 60-day period.
- The Directors will regularly review and update all program policies, including the Mandatory Reporting Policy, Discipline Policy, and Incident Reporting Procedures, to ensure continued compliance. Policies will also be reviewed with all new providers upon hire.
- Sanford Children's Child Services will provide guidance as needed, and the Directors will participate in follow-up meetings or consultations, implementing recommended practices.

Position Responsible:
Jen Bonnema and Sam Hill

Expected Completion Date:
May 08, 2026

Date Completed:
April 09, 2026

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.

Jenny Bonnema
Provider Name



Signature of Provider

March 11, 2026

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



3/10/2026, 11:24:39 AM

Signature of DSS Staff:

March 10, 2026

Date

COMPLETION DETAILS

COMPLETION DATE: May 08, 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.

Teri Pieters

Printed Name of DSS Staff



5/11/2026, 1:56:19 PM

Signature of DSS Staff:

May 08, 2026

Date