



## Center Complaint Inspection Summary Report

All licensed child care programs are inspected at least once each year. Non-compliances are documented and grouped as Serious, Moderate or Low risk violations. Documenting statements and supplemental information may be included in this report. Licensing inspection reports from the previous three years can be viewed on the child care website at <http://jfs.ohio.gov/CDC/childcare.stm>. This includes complaint investigation reports with substantiated allegations. For any other child care records, please contact the Child Care Help Desk at 1-877-302-2347, option 4.

Program Details		
Program Name YWCA Canton Early Childhood Learning Center	Program Number 000000101128	Program Type Child Care Center
Address 231 SIXTH STREET N.E. CANTON OH 44702	County STARK	

Inspection Information				
Inspection Type Complaint			Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) AQILA BROWN		Inspection Day 03/13/2023	Begin Time 9:30 AM	End Time 2:00 PM
Reviewer(s) TONYA JOHNSON		Inspection Day 03/13/2023	Begin Time 9:30 AM	End Time 2:00 PM
Summary of Findings				
No. Rules Verified 10	No. Rules with Non-compliances 7	No. Serious Risk 1	No. Moderate Risk 2	No. Low Risk 5

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Toddler 3	3 years to < 4 years	2 to 8	
Infant 2	12 months to < 18 months	2 to 6	
Toddler 1-2	18 months to < 30 months	2 to 9	
Infant 1	0 to < 12 months	1 to 5	
PK 2	4 years to < 5 years	1 to 7	
PS 1	3 years to < 4 years	2 to 8	
PS 3	4 years to < 5 years	1 to 7	



### Complaint Allegations

*If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5101:2-12-03 and 5101:2-13-03 detail the process for submitting a request for review. The request for review must be submitted within seven business days from the receipt of the licensing report. In addition, if the program is star rated, the rating may be impacted if a serious or moderate risk non-compliance is cited.*

#### Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Child Guidance

Code: The program staff shall use developmentally appropriate techniques when managing children's behavior. Corporal punishment is prohibited, as well as any cruel, harsh, unusual or extreme techniques.

Allegation: The center did not follow the appropriate guidance and management techniques in that staff members are inappropriately using time out for excessive periods of time and utilizing cruel, harsh, unusual, or extreme techniques on children.

Determination: Substantiated

Findings: During the complaint investigation, it was determined that a Child Care Staff Member had used the inappropriate techniques in a preschool classroom in numbers 1,2,14 below when managing unacceptable behavior in children:

1. Utilize cruel, harsh, unusual, or extreme techniques;
2. Utilize any form of corporal punishment;
3. Delegate children to manage or discipline other children;
4. Use physical restraints on a child;
5. Restrain a child by prone restraint or any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control;
6. Place children in a locked room or confine children in any enclosed area;
7. Confine children to equipment such as cribs or highchairs;
8. Humiliate, threaten or frighten children;
9. Subject children to profane language or verbal abuse;
10. Make derogatory or sarcastic remarks about children or their families;
11. Punish children for failure to eat or sleep or for toileting accidents;
12. Withhold any food (including snacks and treats), rest or toilet use;
13. Punish an entire group of children due to the unacceptable behavior of one or a few;
14. Isolate and restrict children from all activities for an extended period of time.

Child Care Staff Members and other employees must always use appropriate guidance and management methods with children. Provide staff training. Submit the program's corrective action plan, which includes a statement that training was provided, to the Department to verify compliance with the requirements of this rule.

Risk Level: Moderate

Corrective Action Plan Due: 04/26/2023

#### Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision

Code: The program staff is required to supervise children in their assigned group by sight and hearing. Supervision includes being near enough to respond and reach children immediately including responding to the child's basic needs and protecting them from harm.

Allegation: The center did not follow appropriate supervision requirements when an infant fell out of a crib.



**Determination:** Substantiated

Findings: During the inspection, it was determined that children were not being properly supervised as noted in number 5 below:

1. Child(ren) were not within both sight and hearing of a child care staff member during indoor play.
2. Child(ren) were not within both sight and hearing of a child care staff member during outdoor play.
3. Child(ren) were not within both sight and hearing of a child care staff member more than once.
4. Staff were not physically present in the space and near enough to respond and reach the child(ren) immediately.
5. An infant fell out of a crib, sustained a blow to the head and received first aid treatment.

Children must be supervised according to rule and within both sight and hearing of a child care staff member at all times. Provide staff training. Submit the program's corrective action plan, which includes a statement that training was provided, to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 04/26/2023

**Domain:01 Ratio & Supervision**

Rule: 5101:2-12-18 Ratio

Code: The program is required to maintain the appropriate staff to child ratio for each group served.

Allegation: The center is not following the ratio requirement and is out of ratio.

**Determination:** Substantiated

Findings: During the inspection, required staff/child ratios were not maintained for different groups on multiple occasions, as noted below:

The ratio determined for the preschool group was 1 Child Care Staff Member for at least 20 children. Additionally, a ratio of 1 Child Care Staff Member for 9 children which included toddlers was determined for the preschool group and it was determined the ratio was out of compliance on several occasions at the end of the day when groups are combined.

Additional staff members must be hired or current Child Care Staff Members must be rescheduled to maintain compliance. Provide staff training. Submit the program's corrective action plan, which includes a statement that training was provided, to the Department to verify compliance with the requirements of this rule.

Risk Level: Moderate

**Summary of Additional Non-Compliances**

**Serious Risk Non-Compliances**

**Domain:00 License & Approvals**

Rule: 5101:2-12-03 Inspection Requirements





Code: The program administrator and owner are required to provide true and accurate information.

Findings: During the complaint investigation, it was determined that the program provided false information, in that the administrator told the department that the infant did not fall out of the crib and that they simply propelled down the side rail of the crib. The rule requires the program to provide accurate and truthful information to the Department. After reviewing video surveillance it is apparent that from all angles of view, the infant did definitely fall out of the crib and was administered first aid by the CCSM afterwards. Submit the program's corrective action plan the to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 04/01/2023

### Moderate Risk Non-Compliances

No Additional Moderate Risk Non-Compliances were observed during this inspection

### Low Risk Non-Compliances

#### Domain:00 License & Approvals

Rule: 5101:2-12-03 Inspection Requirements

Code: The program staff is required to provide true and accurate information.

Findings: During the complaint investigation, it was determined that the program provided false information, in that false information was given about an infant falling out of a crib. CCSM stated that the fall did not occur and the infant simply climbed out of the crib and a blow to the head did not occur. After reviewing video surveillance and incident report review that information is false. The infant did fall from the crib and the infant did have a blow to the head on the floor. The rule requires the program to provide accurate and truthful information to the Department. Provide staff training. Submit the program's corrective action plan, which includes a statement that training was provided, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 04/26/2023

#### Domain:01 Ratio & Supervision

Rule: 5101:2-12-18 Attendance Records



Code: The program is required to maintain a record of the arrival and departure of each child. The program is also required to retain the original attendance record at the center for a period of one year.

Findings: During the complaint investigation, it was determined the program did not meet the requirements for keeping an attendance record as listed in number 2 below:

1. No attendance record was being maintained.
2. The attendance record was not being consistently completed in preschool 2.
3. The original attendance documentation was not kept at the program for a period of one year.

Submit the program's corrective action plan, which includes a statement that training was provided, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 04/26/2023

#### **Domain:05 Health & Safety**

Rule: 5101:2-12-16 Incident/Injury Reporting

Code: The program is required to submit notification of a serious incident in OCLQS by the next business day.

Findings: During the inspection, it was determined that a Serious Incident was not reported in the Ohio Child Licensing and Quality System (OCLQS), as required, by the program administrator or designee for an incident as listed in number 2 below:

1. An incident, injury or illness that required professional medical consultation or treatment.
2. An unusual or unexpected incident which jeopardizes the safety of a child in that an infant fell from a crib and sustained a blow to the head which required first aid treatment and the department was not notified.
3. An incident defined as a serious risk non-compliance in appendix A to rule 5101:2-12-03 of the Administrative Code.
4. The program did not submit the report in OCLQS by the next business day as required by rule.

Submit the program's corrective action plan, which includes a statement that the program administrator or designee has completed the Serious Incident Report in OCLQS, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 04/26/2023

#### **Domain:07 Diapering & Infant Care**

Rule: 5101:2-12-20 Cribs

Code: The program is required to stop using a crib for a child when they are able to climb out, are more than 35" tall, or the crib is hazardous for the child.

Findings: During the complaint investigation, after reviewing video surveillance it was determined that a child was placed in a crib when the condition in number 1 below was met:

1. The child is able to climb out of the crib.
2. The child is 35" tall or more.
3. The crib is considered hazardous for the child.

Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. A written response for this rule noncompliance is required at this time.



Corrective Action Plan Due: 04/26/2023