



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 THE HILL CHILDCARE AND FAMILY CENTER	Program Number 000000201173	Program Type Child Care Center
Address 1711 SOUTH UNIVERSITY BLVD 1707 SOUTH UNIVERSITY BLVD MIDDLETOWN OH 45044		County BUTLER

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) NANCY SCHMITT	Inspection Day 10/24/2022	Begin Time 2:15 PM	End Time 2:25 PM
Summary of Findings			
No. Rules Verified 1	No. Rules with Non-compliances 1	No. Serious Risk 0	No. Moderate Risk 0
		No. Low Risk 1	

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment



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:10 Written Policies & Procedures

Rule: 5101:2-12-07 Written Program Policies and Procedures

Code: The program administrator is required to maintain and implement the parent handbook.

Allegation: The program is not following the policies outlined in the Parent Handbook concerning late fees, parents being permitted to enter the building & procedures for requiring masks during the pandemic.

Determination: Substantiated

Findings: From information provided during a telephone conversation with the owner of the program and in a review of the program's current Parent Handbook, it was determined the administrator was not maintaining or did not implement the policies and procedures detailed in Appendix B of this rule. The current policies discussed in the phone conversation and the policies listed in the Parent Handbook concerning late fees, parent access to the program & wearing masks due to the pandemic are not the same. Some policies have been changed. It was stated that parents were informed of the changes by electronic messages or email, however, if a family enrolled after the dates of these messages or email, the revised information would not be available for the new families. The updated information is required to be added to the Parent Handbook and the revised information is required to be given to all parents.

Please revise the Parent Handbook to include current information and submit a copy of the revised information for review.

Risk Level: Low

Corrective Action Plan Due: 11/27/2022

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

Moderate Risk Non-Compliances



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

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Low Risk Non-Compliances

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

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