



## 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 WEST SHORE CHILD CARE CENTER	Program Number 000000302552	Program Type Child Care Center
Address 20401 HILLIARD BOULEVARD ROCKY RIVER OH 44116		County CUYAHOGA

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) ELAINE OBRIEN	Inspection Day 11/24/2021	Begin Time 9:00 AM	End Time 12:30 PM
Reviewer(s) ELAINE OBRIEN	Inspection Day 12/06/2021	Begin Time 2:00 PM	End Time 3:45 PM
Reviewer(s) ELAINE OBRIEN	Inspection Day 12/13/2021	Begin Time 9:00 AM	End Time 11:00 AM
Reviewer(s) ELAINE OBRIEN	Inspection Day 01/13/2022	Begin Time 1:00 PM	End Time 3:30 PM
Reviewer(s) ELAINE OBRIEN	Inspection Day 01/14/2022	Begin Time 8:00 AM	End Time 10:00 AM

Summary of Findings				
No. Rules Verified 4	No. Rules with Non-compliances 3	No. Serious Risk 2	No. Moderate Risk 1	No. Low Risk 0

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Infant	0 to < 12 months	0 to 0	No children in attendance on Day 1 of investigation- Staff training day
Infant	0 to < 12 months	3 to 8	Day 2
PK	4 years to < 5 years	0 to 0	No children in attendance on Day 1 of investigation- Staff training day
PK	4 years to < 5 years	1 to 10	Day 2
Toddler	18 months to < 30 months	0 to 0	No children in attendance on



			Day 1 of investigation- Staff training day
Toddler	18 months to < 30 months	1 to 8	Day 2 Nap
Older Toddler	18 months to < 30 months	0 to 0	No children in attendance on Day 1 of investigation- Staff training day
Older Toddler	18 months to < 30 months	1 to 12	Day 2 Nap
Older infants	12 months to < 18 months	0 to 0	No children in attendance on Day 1 of investigation- Staff training day
Older infants	12 months to < 18 months	1 to 4	Day 2
3's	3 years to < 4 years	0 to 0	No children in attendance on Day 1 of investigation- Staff training day
3's	3 years to < 4 years	1 to 13	Day 2 Nap



### Complaint Allegations

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

#### Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision

Code: The program is required to notify their local public children services agency of any suspicion of abuse or neglect against a child.

Allegation: Caller alleged that children were not protected.

Determination: Substantiated

Findings: During the inspection, it was determined that the program failed to immediately notify their local public children services agency of suspicions that a child had been abused or neglected. Provide staff training. Submit the program's corrective action plan, which includes a description of action taken to assure that all staff are knowledgeable of their responsibilities, and a statement that training was provided, to the Department to verify compliance with the requirements of this rule.

Risk Level: Serious

Corrective Action Plan Due: 01/30/2022

#### 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: Caller alleged that a child care staff member used inappropriate guidance and management techniques.

Determination: Substantiated

Findings: During the inspection, it was determined that a Child Care Staff Member had used the inappropriate techniques in number(s) 1 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: 02/26/2022

### Summary of Additional Non-Compliances

#### Serious Risk Non-Compliances

##### 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 and shall not abuse, endanger or neglect children.

Findings: During the inspection, it was determined that a Child Care Staff Member and administrator had abused, endangered, or neglected a child. Child Care Staff Members, administrators, and owners must always use appropriate guidance and management methods with children and ensure that children are safe at all times. The individual needs to be released from employment immediately. Submit the program's corrective action plan, which includes a statement that the individual is no longer employed, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 02/01/2022

#### Moderate Risk Non-Compliances

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

#### Low Risk Non-Compliances

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



Department of Education  
Department of Job and Family Services
