



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 HELPFUL HANDS CHILDRENS CENTER, INC	Program Number 000000400110	Program Type Child Care Center
Address 6833-6839 FLAGS CENTER DRIVE COLUMBUS OH 43229		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) BEVERLY JAMES	Inspection Day 07/19/2021	Begin Time 11:15 AM	End Time 1:15 PM

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

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
School Age	School-Age to < 11 years	1 to 15	outside
School Age	School-Age to < 11 years	1 to 19	
Preschool/PreK	3 years to < 4 years	1 to 13	
Toddler B	30 months to < 36 months	1 to 7	
Infant	0 to < 12 months	2 to 6	



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.

No Complaints were observed during this inspection.

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

Moderate Risk Non-Compliances

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.

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/PreK group was 1 Child Care Staff Member(s) for 13 children. Additionally, a ratio of 1 Child Care Staff Member(s) for 19 children was determined for the School Age group.



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.

Corrective Action Plan Due: 08/18/2021

Low Risk Non-Compliances

Domain:01 Ratio & Supervision

Rule: 5101:2-12-20 Cots and Napping

Code: The program is required to have child sleep only on cots/mats.

Findings: During the inspection, it was determined that a child was sleeping as noted in number(s) 1 below:

1. On the floor; (Toddler A room at arrival.)
2. At the table;
3. On a bean bag chair;
4. On a couch or chair;
5. Other [].

Children shall be provided an individually assigned cot or mat to rest, nap, or sleep. 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 not required at this time.

Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision

Code: The program is required to follow the requirements in rule for school-age supervision.

Findings: During the inspection, it was determined that school-age children engaged in short term activities without meeting number(s) 1,4 below:

1. Were within hearing distance of a Child Care Staff Member;
2. In groups of 6 or fewer;
3. Checked on at least every 5 minutes (Kindergarten-third grade);
4. Checked on at least every 10 minutes (Fourth grade and higher);
5. The program has exclusive use of the child care space being used by 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.

Corrective Action Plan Due: 08/18/2021



Department of Education
Department of Job and Family Services