



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 ALL STAR ACADEMY LEARNING CENTER	Program Number 000000400324	Program Type Child Care Center
Address 5992 WESTERVILLE RD, SUITE 1 WESTERVILLE OH 43081		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) CRYSTAL LUSE	Inspection Day 07/29/2022	Begin Time 9:00 AM	End Time 11:15 AM
Reviewer(s) CRYSTAL LUSE	Inspection Day 08/01/2022	Begin Time 3:00 PM	End Time 4:40 PM

Summary of Findings				
No. Rules Verified 13	No. Rules with Non-compliances 7	No. Serious Risk 0	No. Moderate Risk 2	No. Low Risk 5

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
School-age	0 to < 12 months	1 to 20	Out of Compliance- Infant through School-age combined (Day 1)
School-age	School-Age to < 11 years	2 to 10	Day 2
Preschool	3 years to < 4 years	2 to 9	Day 2
Toddler	18 months to < 30 months	1 to 5	Day 2
Infant	0 to < 12 months	1 to 3	Day 2



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 staff is required to meet each child's basic, developmental, behavioral and special needs.

Allegation: Complainant alleges that a child's basic needs were not met.

Determination: Substantiated

Findings: During the inspection, it was determined that child-care staff did not meet the basic needs of a child as noted in number 3 below:

1. Assisting children with toileting
2. Assisting children with handwashing
3. Assisting children with basic hygiene (changing a child's soiled clothing from a bathroom accident)
4. Responding appropriately to a child in distress
5. Assisting a child wiping his/her nose
6. Washing a child's face
7. Assisting a child in tying his/her shoes
8. Assisting a child in changing his/her clothes when needed
9. A child's developmental needs were not met
10. A child's behavioral needs were not met
11. Parental preferences, that were not in conflict with a licensing rule, were not followed

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 10/06/2022

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.

Allegation: Complainant alleges that an incident report was not completed for a bus accident.

Determination: Substantiated

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(s) 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, child care staff member or employee of the program (a bus accident while children were on board).
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.

Risk Level: Low

Corrective Action Plan Due: 10/06/2022

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

Moderate Risk Non-Compliances

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 and protecting them from harm.

Findings: During the inspection, it was determined that children were left unattended while inside the program as noted in number 2 below:

1. Child(ren) were left unattended once.
2. Child(ren) were left unattended more than once (the staff member with the Preschool/School-age group left the room twice).
3. Child(ren) left the group and were unattended.
4. Child care staff were using a baby monitor to supervise children.
5. Child care staff were using a walkie talkie to supervise children.
6. Child care staff were using mirrors to view children in another room.
7. Child care staff were using a video camera instead of physically being present in the room.
8. Other [].

Children must be supervised and within 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.

Corrective Action Plan Due: 10/06/2022



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, a ratio of 1 child care staff member for 20 children was determined to have occurred for the combined group (included Infant through School-age children) when the situation in number 4 below occurred:

1. A child care staff member stepped out of the room.
2. A child care staff member had not arrived at work on time.
3. Children were present who were not scheduled to be there.
4. A child care staff member was unable to work.
5. A child was injured in that group.
6. A child arrived in the group before a second staff member was scheduled to arrive with the group.
7. Two groups were combined, and the program did not follow the ratio for the youngest child in the group.
8. A child was transitioning to the next older age group, and the program did not follow the ratio for the youngest child in the group.
9. Ratio was doubled for more than two hours while children were napping.
10. Ratio was doubled while children were napping for a group that included at least one infant.
11. Ratio was doubled while children were napping and there were not enough staff members in the building to meet staff/child ratio.
12. Ratio was doubled in the school age group to allow access to the program, however, the program does not serve only school age children.
13. Both child care staff members did not have a working communication device when one staff member left the group to allow access to the school age only program.
14. The child care staff member did not return to the group after allowing access to the school age only program.
15. Other [].

Additional child care 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: 10/06/2022

Low Risk Non-Compliances

Domain:01 Ratio & Supervision

Rule: 5101:2-12-18 Group Size

Code: The program is required to maintain the appropriate group size for each group of children served.

Findings: During the inspection, group size limitations were not maintained for the combined group (included Infant through School-age) as it was determined there were 20 children grouped together. The group size shall not exceed twice the maximum number of children allowed per Child Care Staff Member. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/06/2022



Domain:04 Indoor/Outdoor Space

Rule: 5101:2-12-11 Separation of Children Under 2 1/2 Years

Code: The program is required to separate children younger and older than 2 1/2 years of age.

Findings: During the inspection, it was determined a group that included at least one child less than the age of two and one half years of age was not kept separate from groups of older children as noted in number 1 below:

- 1) The Infant and Toddler groups, which included children less than two and one half years of age, were cared for in a space where a group of older children were receiving care.
- 2) A barrier was not used to separate the space being used by the group of children less than two and one half years of age from space being used for groups of children two and one half years and older.
- 3) The barrier separating the groups was not at least 36 inches in height.
- 4) The barrier separating the groups was not continuous.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/06/2022

Domain:07 Diapering & Infant Care

Rule: 5101:2-12-20 Cribs

Code: The program staff is required to place infants on their back to sleep unless an alternate method is indicated on a completed JFS 01235 "Sleep Position Waiver Statement For Child Care".

Findings: During the inspection, it was determined that an infant, who was able to roll over, was initially placed in a position other than on their back to sleep. 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: 10/06/2022