



## 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 A BETTER CHOICE DAYCARE & LEARNING CENTER	Program Number 000000401180	Program Type Child Care Center
Address 2960 E. Dublin Granville Rd Columbus OH 43231		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Darcie Schofield	Inspection Day 02/23/2023	Begin Time 2:00 PM	End Time 4:30 PM
Summary of Findings			
No. Rules Verified 7	No. Rules with Non-compliances 3	No. Serious Risk 0	No. Moderate Risk 0
		No. Low Risk 3	

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Infants	0 to < 12 months	1 to 2	
Toddlers	18 months to < 30 months	1 to 8	naptime
Preschool	3 years to < 4 years	1 to 11	naptime
Pre-Kindergarten	4 years to < 5 years	1 to 14	naptime



## 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:07 Diapering & Infant Care

Rule: 5101:2-12-23 Infant Daily Care

Code: The program is required to provide infant daily care that meets the requirements of the rule.

**Allegation:** The complainant alleged that the program was not following the manufacturer's instructions for mixing infant cereal.

**Determination:** Substantiated

**Findings:** During the inspection, it was determined that the program's infant daily care did not meet the requirements of this rule as noted in number 4 below:

1. Infants could not safely and comfortably sit, crawl, toddle, or walk and play according to the infant's stage of development.
2. Infants were not removed from the crib, swing, infant seat, exercise seat or other equipment throughout the day for individual attention.
3. Each non-crawling infant was not provided the opportunity for tummy time, outside of their crib, each day.
4. Other: Not following the manufacturer's instructions for mixing infant cereal in that the infant cereal was to be mixed with formula, breastmilk or water in a bowl.

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: 03/26/2023

### Domain:10 Written Policies & Procedures

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

Code: The program's handbook is required to be available at the program and must be given to all parents and employees.

**Allegation:** The complainant alleged that the program did not provide parents with access to Center Parent Information, Appendix C of rule 5101:2-12-07, as required.

**Determination:** Substantiated

**Findings:** During the inspection, it was determined that written policies and procedures listed in appendix B of this rule, or revisions, were not provided as noted in number 4 below:

1. A copy of the written policies and procedures was not given to at least one parent.
2. A copy of the written policies and procedures was not given to at least one employee.
3. The written policies and procedures were not available at the program.
4. The program did not provide access to Appendix C to rule 5101:2-12-07 as required.

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: 03/26/2023

### 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

#### Low Risk Non-Compliances

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

Rule: 5101:2-12-23 Infant Bottle and Food Preparation

Code: The program staff is required to shake the contents of the bottle, test the temperature of the bottle before serving, and thaw frozen breast milk under cold running water or in the refrigerator.

Findings: During the inspection, it was determined that the bottle was not prepared appropriately as noted in number 4 below:

1. The bottle was not shaken well;
2. The temperature of the bottle was not tested before feeding;
3. Frozen breast milk was not thawed under cold running water or in the refrigerator;



4. Other: Bottles were being rinsed in the handwashing sink to be used for the next feeding.

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

Corrective Action Plan Due: 03/26/2023