



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 KINDERCARE LEARNING CENTER	Program Number 000000404869	Program Type Child Care Center
Address 1231 S SUNBURY ROAD WESTERVILLE OH 43081		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) AMY HILLARD	Inspection Day 03/03/2023	Begin Time 11:00 AM	End Time 11:54 AM

Summary of Findings				
No. Rules Verified 2	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
Older Infant	12 months to < 18 months	1 to 3	
PreK	4 years to < 5 years	1 to 8	
Infant	0 to < 12 months	1 to 4	
Toddler A	18 months to < 30 months	2 to 12	
Toddler B	30 months to < 36 months	1 to 5	
Preschool	3 years to < 4 years	1 to 7	



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: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: The complainant alleged that a child was not changed after wetting his clothes and was force to sit in a chair with wet clothes for over an hour.

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(s) 8 below:

1. Assisting children with toileting
2. Assisting children with handwashing
3. Assisting children with basic hygiene
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 (A child had accident and the center did not provide clean dry clothes timely. The child waited 2.5 hours for a clean change of clothes)
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

Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance and submit a written response.

Risk Level: Low

Corrective Action Plan Due: 04/14/2023

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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



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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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