



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 #1689	Program Number 000000406586	Program Type Child Care Center
Address 1255 COUNTY LINE ROAD WESTERVILLE OH 43081		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) AMY HILLARD	Inspection Day 11/09/2022	Begin Time 2:00 PM	End Time 3:00 PM
Summary of Findings			
No. Rules Verified 3	No. Rules with Non-compliances 2	No. Serious Risk 0	No. Moderate Risk 0
		No. Low Risk 2	

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Toddler B	18 months to < 30 months	2 to 5	
Infant c	12 months to < 18 months	1 to 6	
Infant A	0 to < 12 months	2 to 10	
Toddler A	18 months to < 30 months	2 to 12	
Infant B	12 months to < 18 months	1 to 5	
PreK	3 years to < 4 years	2 to 19	



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's needs were not met in that the child did not have her wet diaper changed for an excessively long period of time

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 toddler's diaper/clothes were not changed from 10:45am until 5:00pm)
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: 12/09/2022

Domain:05 Health & Safety

Rule: 5101:2-12-22 Meal and Snack Requirements

Code: The program is required to provide meals and snacks as outlined in rule.

Allegation: The complainant alleged that a child was not served a snack as required

Determination: Substantiated

Findings: During the inspection, it was determined the program did not provide the following required meal(s) and/or snack(s) for the program's hours of operation, as noted in number(s) 4 below:

1. One meal and one snack.
2. One meal and two snacks or two meals and one snack.
3. Breakfast, two meals and two snacks.



4. One snack. (the program allowed a child to sleep through snack time and the child never received the required snack)

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: 12/09/2022

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

Moderate Risk Non-Compliances

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

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