



## 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 PRIMROSE SCHOOL AT PINNACLE	Program Number 000000411135	Program Type Child Care Center
Address 1239 LAMPLIGHTER DRIVE GROVE CITY OH 43123		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) TONYA COZART	Inspection Day 09/28/2021	Begin Time 10:00 AM	End Time 1:30 PM

Summary of Findings				
No. Rules Verified 6	No. Rules with Non-compliances 1	No. Serious Risk 0	No. Moderate Risk 1	No. Low Risk 0

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Infant 1	0 to < 12 months	2 to 7	classroom-at arrival
Infant 2	0 to < 12 months	2 to 10	classroom-at arrival
Toddlers	18 months to < 30 months	2 to 12	classroom-at arrival
Early Preschool	18 months to < 30 months	2 to 14	classroom-at arrival
Preschool	3 years to < 4 years	2 to 14	classroom-at arrival
Private Kindergarten	School-Age to < 11 years	2 to 8	classroom-at arrival
Pre-K 1	3 years to < 4 years	2 to 19	classroom-at arrival
Pre-K 2	30 months to < 36 months	3 to 22	classroom-at arrival (2 separate groups in classroom-)



### 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: 5101:2-12-19 Child Guidance

Code: The program staff shall use developmentally appropriate techniques when managing children's behavior. Corporal punishment is prohibited, as well as any cruel, harsh, unusual or extreme techniques.

Findings: During the inspection, it was determined that a Child Care Staff Member had used the inappropriate techniques in number 2 below when managing unacceptable behavior in children:

1. Utilize cruel, harsh, unusual, or extreme techniques;
2. Utilize any form of corporal punishment; (tapping a child's hand)
3. Delegate children to manage or discipline other children;



4. Use physical restraints on a child;
5. Restrain a child by prone restraint or any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control;
6. Place children in a locked room or confine children in any enclosed area;
7. Confine children to equipment such as cribs or highchairs;
8. Humiliate, threaten or frighten children;
9. Subject children to profane language or verbal abuse;
10. Make derogatory or sarcastic remarks about children or their families;
11. Punish children for failure to eat or sleep or for toileting accidents;
12. Withhold any food (including snacks and treats), rest or toilet use;
13. Punish an entire group of children due to the unacceptable behavior of one or a few;
14. Isolate and restrict children from all activities for an extended period of time.

Child Care Staff Members and other employees must always use appropriate guidance and management methods with 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: 01/09/2022

#### Low Risk Non-Compliances

**No Low Additional Risk Non-Compliances were observed during this inspection**