



## 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 Small Hands Big Dreams Learning Centers- Brunswick,Inc	Program Number 2170015506	Program Type Child Care Center
Address 4898 Center Road Brunswick Hills OH 44212		County MEDINA

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Kathryn Noftz	Inspection Day 12/16/2021	Begin Time 11:55 AM	End Time 12:20 PM
Reviewer(s) Kathryn Noftz	Inspection Day 12/22/2021	Begin Time 11:00 AM	End Time 11:30 AM

Summary of Findings				
No. Rules Verified 4	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



## 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 supervise children in their assigned group by sight and hearing. Supervision includes being near enough to respond and reach children immediately including responding to the child's basic needs and protecting them from harm.

Allegation: Inadequate supervision. Children were left unsupervised in the classroom.

Determination: Substantiated

Findings: During the inspection, it was determined that children were not being properly supervised as noted in number(s) 1,4 below:

1. Child(ren) were not within both sight and hearing of a child care staff member during indoor play.
2. Child(ren) were not within both sight and hearing of a child care staff member during outdoor play.
3. Child(ren) were not within both sight and hearing of a child care staff member more than once.
4. Staff were not physically present in the space and near enough to respond and reach the child(ren) immediately.
5. Other: [ ].

Children must be supervised according to rule and within both 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.

Risk Level: Low

Corrective Action Plan Due: 01/21/2022

### Domain:05 Health & Safety

Rule: 5101:2-12-16 Incident/Injury Reporting

Code: The program is required to complete all information on the JFS 01299 "Incident/Injury Report For Child Care."

Allegation: An incident report provided did not include accurate information.

Determination: Substantiated

Findings: In review of the records, it was determined that a JFS 01299 "Incident/Injury Report For Child Care" form was missing information as noted in number(s) 8,9 below:

1. Program information (program name, number, address);
2. Child's name;
3. Child's birth date;
4. Name of person(s) responsible for the child at the time of the incident;
5. Number of children present in the group at the time of the incident;
6. Date and/or time of the incident;
7. Whether or not parents were contacted;
8. Complete summary of the incident;
9. Accurate summary of the incident;



- 10. Name and/or signature of the person completing the form;
- 11. Other [ ].

Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. A written response for this rule noncompliance is required at this time.

Risk Level: Low

Corrective Action Plan Due: 01/21/2022

### 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

**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.



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) 4 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
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. A written response for this rule noncompliance is required at this time.

Corrective Action Plan Due: 01/21/2022