



## 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 Kids Castle Childcare	Program Number 2170016043	Program Type Child Care Center
Address 1224 Oak Ave SE Massillon OH 44646		County STARK

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) AQILA BROWN	Inspection Day 06/03/2021	Begin Time 9:00 AM	End Time 11:15 AM
Summary of Findings			
No. Rules Verified 8	No. Rules with Non-compliances 6	No. Serious Risk 0	No. Moderate Risk 2
		No. Low Risk 5	

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Mixed Whole Group	18 months to < 30 months	1 to 12	Upon arrival-5 toddlers 24 months and up in the mixed group with preschool and school age.
Infants	18 months to < 30 months	1 to 1	Observation
Toddlers	18 months to < 30 months	1 to 6	Observation
Preschool / School Age	3 years to < 4 years	1 to 7	



### 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 meet each child's basic and special needs.

Allegation: Children's needs are not being met.

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 7 below:

1. Assisting children with toileting;
2. Assisting children with hand washing;
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; Assistance was not provided for toddlers who's shoe came off. Staff allowed one to walk barefoot and another to walk with only one shoe while playing in the classroom.
8. Assisting a child in changing his/her clothes when needed.

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. Please submit a corrective action plan, verifying that staff have been trained on this rule.

Risk Level: Low

Corrective Action Plan Due: 07/04/2021

#### 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 and protecting them from harm.

Allegation: Children were left in a classroom unattended.

Determination: Substantiated

Findings: During the inspection, it was determined that children were left unattended while inside the program as noted in number 3 below:

1. Child(ren) were left unattended once.
2. Child(ren) were left unattended more than once.
3. Children left the group and were unattended.
4. Child care staff were using a baby monitor to supervise children.
5. Child care staff were using a walkie talkie to supervise children.
6. Child care staff were using mirrors to view children in another room.



7. Child care staff were using a video camera instead of physically being present in the room.
8. Other [ ].

Children must be supervised and within 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: Moderate

Corrective Action Plan Due: 07/04/2021

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

Rule: 5101:2-12-23 Diapering and Toilet Training

Code: The program staff is required to change wet or soiled diapers immediately.

Allegation: Diapers are not being changed.

Determination: Substantiated

Findings: During the inspection, it was determined that a child's basic diapering needs were not being met in number 3 below:

1. Diapers were not checked and immediately changed when needed;
2. Diapers not checked regularly;
3. Diapers not changed when found to be wet or soiled;
4. Other [ ].

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: 07/04/2021

### **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: 5101:2-12-18 Ratio

Code: The program is required to maintain the appropriate staff to child ratio for each group served.

Findings: During the inspection, a ratio of 1 child care staff member for 12 children was determined to have occurred for the mixed age group consisting of at least 1 child 24 months when the situation in numbers 2 and 3 below occurred:

1. A child care staff member stepped out of the room.
2. A child care staff member had not arrived at work on time.
3. Children were present who were not scheduled to be there.
4. A child care staff member was unable to work.
5. A child was injured in that group.
6. A child arrived in the group before a second staff member was scheduled to arrive with the group.
7. Two groups were combined, and the program did not follow the ratio for the youngest child in the group.
8. A child was transitioning to the next older age group, and the program did not follow the ratio for the youngest child in the group.
9. Ratio was doubled for more than two hours while children were napping.
10. Ratio was doubled while children were napping for a group that included at least one infant.
11. Ratio was doubled while children were napping and there were not enough staff members in the building to meet staff/child ratio.
12. Ratio was doubled in the school age group to allow access to the program, however, the program does not serve only school age children.
13. Both child care staff members did not have a working communication device when one staff member left the group to allow access to the school age only program.
14. The child care staff member did not return to the group after allowing access to the school age only program.
15. Other [ ].

Additional child care staff members must be hired or current child care staff members must be rescheduled to maintain compliance. 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: 07/04/2021

### Low Risk Non-Compliances

#### Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision

Code: The program staff is required to protect or remove a child from a situation and/or person that are determined to be unsafe.

Findings: During the inspection, it was determined the administrator, child care staff, and/or employees of the program did not protect or remove children from a situation and/or person determined to be unsafe as noted in number 2 below:

1. Verbal argument involving adults;



2. Staff member allowed children to do something unsafe; Preschool and school age children were allowed to play (throwing, tagging each other, etc..) in the crib area while a child was sleeping in a crib.
3. Staff member(s) doing something unsafe;
4. Other [ ].

While the program did not protect the child(ren) from an unsafe situation and/or person, it was determined the situation would not or did not result in a serious incident or injury to a child. All program employees must take actions to protect children in care. 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: 07/04/2021

**Domain:07 Diapering & Infant Care**

Rule: 5101:2-12-20 Cribs

Code: The program is required to label all cribs.

Findings: During the inspection, it was determined that at least one crib was not labeled with the child's name, as required by this rule. 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. Please submit a corrective action plan verifying compliance with this rule.

Corrective Action Plan Due: 07/04/2021

**Domain:07 Diapering & Infant Care**

Rule: 5101:2-12-20 Cribs

Code: The program is required to stop using a crib for a child when they are able to climb out, are more than 35" tall, or the crib is hazardous for the child.

Findings: During the inspection, it was determined that a child was placed in a crib when the condition in number 2 below was met:

1. The child is able to climb out of the crib.
2. The child is 35" tall or more.
3. The crib is considered hazardous for the child.

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. Please submit a corrective action plan verifying staff have been trained in this rule.

Corrective Action Plan Due: 07/04/2021



Department of Education  
Department of Job and Family Services