



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 Little Angel Daycare	Program Number 2170016139	Program Type Child Care Center
Address 1399 East Ave Elyria OH 44035		County LORAIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) ELAINE OBRIEN	Inspection Day 05/19/2021	Begin Time 10:15 AM	End Time 12:30 PM
Reviewer(s) ELAINE OBRIEN	Inspection Day 06/10/2021	Begin Time 12:00 PM	End Time 1:30 PM
Reviewer(s) ELAINE OBRIEN	Inspection Day 06/21/2021	Begin Time 8:00 AM	End Time 10:20 AM

Summary of Findings				
No. Rules Verified 8	No. Rules with Non-compliances 3	No. Serious Risk 1	No. Moderate Risk 1	No. Low Risk 1

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Infant	Mixed Age Group	1 to 6	Infant and Toddler combined due to low attendance
Infant	12 months to < 18 months	1 to 2	Day 2
Infant	Mixed Age Group	2 to 6	All children combined due to low attendance Day 3
Toddler	18 months to < 30 months	1 to 6	Day 2
PS-SA	Mixed Age Group	1 to 10	Preschool and SA combined due to low attendance
PS-SA	Mixed Age Group	1 to 6	PS and SA combined due to low attendance



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 Child Guidance

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

Allegation: Caller alleges that staff use inappropriate guidance and management techniques.

Determination: Substantiated

Findings: During the inspection, it was determined that the administrator had used inappropriate techniques when managing unacceptable behavior in children, in that the prohibited technique(s) in number(s) 7 below were used:

1. Utilize cruel, harsh, unusual, or extreme techniques;
2. Utilize any form of corporal punishment;
3. Delegate children to manage or discipline other children;
4. Use physical restraints on a child;
5. Restrain children by 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 all employees, owners, and administrators, to the Department to verify compliance with the requirements of this rule.

Risk Level: Serious

Corrective Action Plan Due: 07/04/2021

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.

Allegation: Caller alleged that staff child ratios are not compliant at the program

Determination: Substantiated

Findings: During the inspection, a ratio of 1 child care staff member(s) for 7 children was determined to have occurred for the mixed age group of infants through Preschool when the situation in number(s) 15 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 Staff were engaged in other duties in the program, outside of the classroom

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.

Risk Level: Moderate

Corrective Action Plan Due: 07/23/2021

Domain:08 Staff Files

Rule: 5101:2-12-07 Administrator Responsibilities/Requirements

Code: The program administrator is required to maintain the parent handbook.

Allegation: The caller alleged that the program was not following its written policies and procedures.

Determination: Substantiated

Findings: During the inspection, it was determined the administrator was not responsible for creating, maintaining or implementing the policies and procedures detailed in Appendix B of this rule. In that the policy on providing a space for nursing mothers to use if they wanted to pump was not implemented. 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 the corrective action taken.

Risk Level: Low

Corrective Action Plan Due: 07/23/2021

Summary of Additional Non-Compliances



Serious Risk Non-Compliances

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

Greyed-out rectangular box for reporting serious risk non-compliances.

Empty rectangular box for reporting serious risk non-compliances.

Moderate Risk Non-Compliances

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

Greyed-out rectangular box for reporting moderate risk non-compliances.

Empty rectangular box for reporting moderate risk non-compliances.

Low Risk Non-Compliances

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

Greyed-out rectangular box for reporting low risk non-compliances.

Empty rectangular box for reporting low risk non-compliances.