



## 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 Michelle's Academy	Program Number 2190019523	Program Type Child Care Center
Address 3955 Brown Park Dr Hilliard OH 43026		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) CRYSTAL LUSE	Inspection Day 09/09/2021	Begin Time 10:00 AM	End Time 11:25 AM

Summary of Findings				
No. Rules Verified 3	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	0 to < 12 months	2 to 8	Infant & Toddler 1 combined
Toddler 2	30 months to < 36 months	1 to 3	
Preschool	3 years to < 4 years	2 to 16	Preschool & PreK combined



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

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

Allegation: Complainant alleges that the program did not follow the required staff to child ratios.

Determination: Substantiated

Findings: During the investigation, it was determined that the required staff/child ratios were not maintained for different groups on multiple occasions, as noted below:

1. A child arrived in the group(s) before a second staff member was scheduled to arrive with the group(s).
2. A child care staff member left the program to take children to school on the bus, leaving a group out of ratio.

Additional 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: 10/10/2021

### Summary of Additional Non-Compliances

#### Serious Risk Non-Compliances

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


#### Moderate Risk Non-Compliances

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

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**Low Risk Non-Compliances**

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

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