



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 Viola & Virsie's Learning Center	Program Number 2210025229	Program Type Child Care Center
Address 285 Sunrise Center Drive Zanesville OH 43701		County MUSKINGUM

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) BEVERLY JAMES	Inspection Day 06/13/2022	Begin Time 1:45 PM	End Time 3:00 PM

Summary of Findings				
No. Rules Verified 4	No. Rules with Non-compliances 1	No. Serious Risk 0	No. Moderate Risk 0	No. Low Risk 1

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
School Age	School-Age to < 11 years	1 to 9	nap
Infant	0 to < 12 months	1 to 2	
Toddler	18 months to < 30 months	1 to 5	nap



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:10 Written Policies & Procedures

Rule: 5101:2-12-07 Written Program Policies and Procedures

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

Allegation: The program administrator does not implement the parent handbook.

Determination: Substantiated

Findings: During the inspection, it was determined the administrator was not responsible for creating or maintaining or did not implement the policies and procedures detailed in Appendix B of 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. (The policy for suspension/expulsion was not clear in the handbook. Also, the staff were not aware of the suspension/expulsion policy.

Risk Level: Low

Corrective Action Plan Due: 07/17/2022

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



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Low Risk Non-Compliances

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

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