



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 3 Hearts Learning Institute and Childcare 3	Program Number 2220026794	Program Type Child Care Center
Address 709 S Byrne Rd. Suite 1,2,3, & 4 Toledo OH 43609		County LUCAS

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) KAROLINE OBERHAUS	Inspection Day 02/02/2023	Begin Time 6:45 AM	End Time 7:00 AM

Summary of Findings				
No. Rules Verified 4	No. Rules with Non-compliances 4	No. Serious Risk 0	No. Moderate Risk 2	No. Low Risk 3

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Mixed age group	18 months to < 30 months	1 to 22	
Mixed age group	School-Age to < 11 years	1 to 7	Reported overnight ratio with no second employee



Complaint Allegations

If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5101:2-12-03 and 5101:2-13-03 detail the process for submitting a request for review. The request for review must be submitted within seven business days from the receipt of the licensing report. In addition, if the program is star rated, the rating may be impacted if a serious or moderate risk non-compliance is cited.

Domain:01 Ratio & Supervision

Rule: 5101:2-12-18 Ratio

Code: The program is required to have a second employee present, and used based on the qualifications they meet, when seven or more children are present.

Allegation: The complainant alleges that the program has only one staff member onsite when there are more than 6 children present.

Determination: Substantiated

Findings: During the inspection, it was determined that the program did not meet the rule requirement as noted in number 1 below:

1. The program did not have a second employee or Child Care Staff Member present when required;
2. The program was using a second Child Care Staff Member who was not able to meet this criteria as defined in the rule.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Risk Level: Moderate

Corrective Action Plan Due: 03/04/2023

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: The complainant alleges that the program is out of ratio.

Determination: Substantiated

Findings: During the inspection, a ratio of 1 child care staff member(s) for 22 children was determined to have occurred for the mixed age group including toddlers group when the situation in number 2 below occurred:

1. A child care staff member stepped out of the room.
2. Additional child care staff members were not scheduled to work.
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.

Risk Level: Moderate

Corrective Action Plan Due: 03/04/2023

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: 5101:2-12-18 Group Size

Code: The program is required to maintain the appropriate group size for each group of children served.

Findings: During the inspection, group size limitations were not maintained for the group of toddlers, preschoolers and school agers as it was determined there were 22 children grouped together. Not all children were on mats. The group size shall not exceed twice the maximum number of children allowed per Child Care Staff Member. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 03/04/2023

Domain:01 Ratio & Supervision

Rule: 5101:2-12-20 Cots and Napping

Code: The program is required to have child sleep only on cots/mats.

Findings: During the inspection, it was determined that a child was sleeping as noted in number 2 below:

1. On the floor.
2. At the table.
3. On a bean bag chair.
4. On a couch or chair.
5. Other [].

Children shall be provided a cot or mat to rest, nap, or sleep. Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. Please submit a written statement verifying compliance.

Corrective Action Plan Due: 03/04/2023

Domain:01 Ratio & Supervision

Rule: 5101:2-12-20 Cots and Napping

Code: The program is required to provide cots/mats that are the appropriate dimensions for children in care.

Findings: During the inspection, it was determined that all cots and/or mats did not meet the dimensions as noted in number 3 below:

1. The cot must stand at least 3" but no more than 18" off the floor;
2. The cot must be at least 36" in length and as long as the child is tall;
3. The mat must be at least 1" thick and as wide and long as the child assigned.

Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. Please submit a written statement verifying compliance.

Corrective Action Plan Due: 03/04/2023



Department of Education
Department of Job and Family Services

--