Ohio Department of Children & Youth

Complaint Inspection Summary Report

All licensed early care and education programs are inspected at least once each year. Non-compliances are documented and grouped by risk level. Documenting statements, technical assistance provided and supplemental information may be included in this report. Licensing inspection reports from the previous three years can be viewed on the Department of Children & Youth website at https://childcaresearch.ohio.gov/ . This includes complaint investigation reports with substantiated allegations. For any other early care and education records, please contact the Family and Customer Support Center at 1-844-234-5437.

Program Details		
Program Name KIDS AT HEART CLEV-MAS RD	Program Number 000000100056	Program Type Child Care Center
Address 186 S. CLEVELAND-MASSILLON RD. FAIRLAWN OH 44333		County SUMMIT

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 11/17/2026	Begin Time 3:10 PM	End Time 4:30 PM	Reviewer: BETH RAGLE

Summary of Findings			
No. Requirements Verified 5	No. Requirements with Non-compliances 2		No. Requirements Compliant 3
No. Serious Risk 0	No. Moderate Risk Findings 1	No. Other Non-compliance Findings 1	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
School Age	School-Age to < 11 years	1 to 13		3:15 p.m. - Free play
Infant 2	12 months to < 18 months	1 to 6		3:15 p.m. - Play time
Toddler B	18 months to < 30 months	1 to 6		3:15 p.m. - Outdoor play
Toddler A	18 months to < 30 months	2 to 14		3:15 p.m. - Outdoor play
Preschool 2	3 years to < 4 years	1 to 12		3:15 p.m. - Outdoor play

Preschool 1	3 years to < 4 years	2 to 12		3:15 p.m. - Books
Infant 1	0 to < 12 months	2 to 12		3:15 p.m. - Infant activities
PreK	4 years to < 5 years	2 to 18		3:15 p.m. - Centers

Complaint Allegations

If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5180:2-12-03, 5180:2-13-03, 5180:2-19-10 and 5180:2-20-02 detail the process for submitting a request for review. The request for review must be submitted within ten business days from the receipt of the licensing report. In addition, if the program is Step Up To Quality rated, the rating may be impacted if a serious or moderate risk non-compliance is cited.

Domain: 01 Ratio & Supervision

Rule: 5180:2-12-18 Ratio
Code: The program is required to maintain the appropriate staff to child ratio for each group served.

Allegation: The program is not following staff-child ratio requirements.

Determination: Substantiated

Findings: During the inspection, a ratio of 2 child care staff members for 17 children was determined to have occurred for the Toddler group.
The following was determined: A child care staff member was unable to work.

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: 12/20/2026

Domain: 01 Ratio & Supervision

Rule: 5180:2-12-19 Supervision
Code: The program is to ensure that child care staff members provide supervision of the children in care.

Allegation: Supervision is inadequate as child care staff members are on their phones.

Determination: Substantiated

Findings: During the inspection, it was determined that children were not being properly supervised.

The following was determined: Child care staff members had been reprimanded by program administration for inadequate supervision and personal phone use.

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: 12/20/2026

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Summary of Non-Compliances

If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5180:2-12-03, 5180:2-13-03, 5180:2-19-10 and 5180:2-20-02 detail the process for submitting a request for review. The request for review must be submitted within ten business days from the receipt of the licensing report. In addition, if the program is Step Up To Quality rated, the rating may be impacted if a serious or moderate risk non-compliance is cited.

Serious Risk Non-Compliances

A serious risk non-compliance is a licensing rule violation that has the potential to lead to a great risk of harm to a child and is observable and/or based on facts.

No serious risk non-compliances were observed during this inspection

Moderate Risk Non-Compliances

A moderate risk non-compliance is a licensing rule violation that has the potential to lead to an increased risk of harm to a child and is observable and/or based on facts.

No moderate risk non-compliances were observed during this inspection

Department of Children & Youth

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.
No other non-compliances were observed during this inspection