Department of Education
Department of Job and Family Services

# 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<br>YMCA HOPE CHILD CARE | Program Number<br>000000100193 | Program Type<br>Child Care Center |
| Address<br>475 OHIO STREET AKRON OH 44304 | | County<br>SUMMIT |

| Inspection Information | | | |
|---|---|---|---|
| Inspection Type<br>Complaint | | Inspection Scope<br>Partial | Inspection Notice<br>Unannounced |
| Reviewer(s) MICHELE FAKAN | Inspection Day<br>10/10/2023 | Begin Time<br>3:48 PM | End Time<br>7:19 PM |

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

| Staff-Child Ratios at the Time of Inspection | | | |
|---|---|---|---|
| **Group** | **Age Group/Range** | **Ratio Observed** | **Comment** |
| Toddler 3 | 30 months to < 36 months | 1 to 5 | |
| Toddler 1 | Mixed Age Group | 2 to 9 | 1 & 2 combined |
| school age | School-Age to < 11 years | 1 to 9 | |
| Infant 1 | 0 to < 12 months | 2 to 4 | |
| Infant 3 | Mixed Age Group | 1 to 1 | |
| Preschool 2 | 4 years to < 5 years | 1 to 4 | |
| Preschool 1 | 3 years to < 4 years | 1 to 6 | |
| Infant 2 | 12 months to < 18 months | 2 to 4 | |
| Toddler 2 | Mixed Age Group | 2 to 9 | 1 & 2 combined |

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## 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: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 does not follow their handbook policies.

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.

Risk Level: Low

Corrective Action Plan Due: 11/09/2023

## 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 Attendance Records
Code: The program is required to have a method for tracking the children in each group. The tracking method must be updated throughout the day and kept with the group at all times.

Findings: During the inspection, it was determined that the method for tracking children in each group did not meet the requirements of the rule as noted in number 5 below:

1. There was no method in place;
2. The method did not include each child's name;
3. The method did not include each child's date of birth;
4. The tracking method did not remain with the group at all times;
5. The tracking method was not updated throughout the day as children entered or left the group.

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

Corrective Action Plan Due: 11/09/2023