



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 HOPES & DREAMS CHILDCARE CENTER	Program Number 000000100305	Program Type Child Care Center
Address 4490 NORQUEST BLVD YOUNGSTOWN OH 44515		County MAHONING

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) KATHLEEN BONACCI	Inspection Day 10/30/2025	Begin Time 10:51 AM	End Time 12:30 PM

Summary of Findings				
No. Rules Verified 1	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
Toddler 1	12 months to < 18 months	3 to 8	Lunch
Infant	0 to < 12 months	2 to 6	Sleeping Tummy Time Diaper change
Toddler 1	18 months to < 30 months	2 to 11	Restroom Diaper change
Preschool & Pre-K	3 years to < 4 years	3 to 13	Gross motor activity

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:07 Diapering & Infant Care

Rule: 5180:2-12-23 Infant Daily Care
Code: The program is required to provide infant daily care that meets the requirements of the rule.

Allegation: The program did not obtain written permission from the parent prior to bathing an infant.

Determination: Substantiated

Findings: During the inspection, it was determined that the program’s infant daily care did not meet the requirements of this rule as noted in number 4 below:

1. Infants could not safely and comfortably sit, crawl, toddle, or walk and play according to the infant’s stage of development.
2. Infants were not removed from the crib, swing, infant seat, exercise seat or other equipment throughout the day for individual attention.
3. Each non-crawling infant was not provided the opportunity for tummy time, outside of their crib, each day.
4. Other: The program did not obtain written permission from the parent prior to bathing an infant.

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: Low

Corrective Action Plan Due: 11/29/2025

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

Gray rectangular box for notes or comments.

White rectangular box for notes or comments.

Low Risk Non-Compliances

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

Gray rectangular box for notes or comments.

White rectangular box for notes or comments.