



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 ONCE UPON A DAYCARE & PRESCHOOL CENTER	Program Number 000000100432	Program Type Child Care Center
Address 1033 E. TURKEYFOOT LAKE RD. SUITE 100 AKRON OH 44312		County SUMMIT

Inspection Information				
Inspection Type Complaint	Inspection Scope Partial	Inspection Notice Unannounced		
Reviewer(s) SHAWN CRAWFORD	Inspection Day 11/26/2025	Begin Time 7:40 AM		
Summary of Findings				
No. Rules Verified 2	No. Rules with Non-compliances 2	No. Serious Risk 1	No. Moderate Risk 1	No. Low Risk 0

Staff-Child Ratios at the Time of Inspection				
Group	Age Group/Range	Ratio Observed	Comment	
Pre K	3 years to < 4 years	1 to 15	PS 1, Ps 2, PreK , School age combined	
Pre K	3 years to < 4 years	1 to 5	Restroom - PS 1, PS 2, PreK, School age combined	
Pre K	3 years to < 4 years	2 to 20	Ps 1, Ps 2, PreK, School age combined	
Toddler 1	18 months to < 30 months	1 to 3		
Toddler 2	18 months to < 30 months	1 to 4		

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: 5180:2-12-19 Child Guidance

Code: The program staff, including the owner and administrator, shall use developmentally appropriate techniques when managing children's behavior. Corporal punishment is prohibited, as well as any cruel, harsh, unusual or extreme techniques.

Allegation: The administrator is using inappropriate discipline techniques including, yelling at children, getting close to children's faces and using physical force when disciplining children.

Determination: Substantiated

Findings: During the inspection, it was determined through interviews that the administrator had used inappropriate techniques when managing unacceptable behavior in children, in that the prohibited technique(s) in number(s) 1,8 below were used:

1. Utilize cruel, harsh, unusual, or extreme techniques.
2. Utilize any form of corporal punishment.
3. Delegate children to manage or discipline other children.
4. Use physical restraints on a child.
5. Restrain children by any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control.
6. Place children in a locked room or confine children in any enclosed area.
7. Confine children to equipment such as cribs or highchairs.
8. Humiliate, threaten or frighten children.
9. Subject children to profane language or verbal abuse.
10. Make derogatory or sarcastic remarks about children or their families.
11. Punish children for failure to eat or sleep or for toileting accidents.
12. Withhold any food (including snacks and treats), rest or toilet use.
13. Punish an entire group of children due to the unacceptable behavior of one or a few.
14. Isolate and restrict children from all activities for an extended period of time.

Child-care staff members and other employees must always use appropriate guidance and management methods with children. Provide staff training.

Rule 5180:2-12-03 requires the program to notify parents when a serious risk non-compliance is cited. The notification must inform parents of the serious risk non-compliance and include the Department of Children and Youth website and location of further information regarding the determination. Submit the program's corrective action plan, which includes a statement that training was provided to all employees, owners, and administrators and a copy of the written parent notification, to the Department to verify compliance with the requirements of this rule.

Risk Level: Serious

Corrective Action Plan Due: 12/06/2025

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

Moderate Risk Non-Compliances

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.

Findings: During the inspection, a ratio of 1 child care staff member(s) for 15 children was determined to have occurred for the combined PS, PK, SA group when the situation in number(s) 1 below occurred:

1. A child care staff member stepped out of the room to take a group of children to the restroom.
2. A child care staff member had not arrived at work on time.
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.

Corrective Action Plan Due: 12/31/2025



Low Risk Non-Compliances

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