

Licensing Inspection Full 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 THE HEIGHTS LEARNING CENTER	Program Number 000000300057	Program Type Child Care Center
Address 499 TREBISKY RD RICHMOND HTS OH 44143	County CUYAHOGA	

Inspection Information			
Inspection Type Annual	Inspection Scope Full	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 09/29/2026	Begin Time 10:30 AM	End Time 12:57 PM	Reviewer: RENADA FITCH

Summary of Findings			
No. Requirements Verified 67	No. Requirements with Non-compliances 9	No. Requirements Compliant 51	
No. Serious Risk 0	No. Moderate Risk Findings 0	No. Other Non-compliance Findings 9	No. Technical Assistance Provided 3

License Capacity and Enrollment at the Time of Inspection				
Age Group	License Capacity	Enrollment		
	Totals	Full Time	Part Time	Total
Infant (Birth to < 18 m)		4	0	4
Young Toddler		1	0	1
Total Under 2 ½ Years	23	5	0	5
Older Toddler		1	0	1
Preschool		9	0	9
School Age		0	0	0
Total Capacity/Enrollment	87	10	0	15

Staff-Child Ratios at the Time of Inspection				
Group	Age Group/Range	Ratio Observed	Compliance	Comment
Infants	0 to < 12 months	1 to 3	In Compliance	11:20 am
Infants	0 to < 12 months	1 to 3	In Compliance	12:45 pm
PS	30 months to < 36 months	1 to 8	In Compliance	10:30 am
PS	30 months to < 36 months	2 to 8	In Compliance	12:45 pm

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 a great risk of harm to a child and is observable and/or based on facts.

No moderate risk non-compliances were observed during this inspection

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.

Domain: 00 License & Approvals

Rule: 5180:2-12-02 Current Information

Requirement: The rule requires the program to keep their information current in the Ohio statewide licensing system.

Finding: During the inspection, it was determined that information was not up to date in the Ohio statewide licensing system.

The following information was not current: hours of operation.

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

Corrective Action Plan Due: 10/29/2026

Domain: 01 Ratio & Supervision

Rule: 5180:2-12-19 Supervision

Requirement: The program staff is required to supervise children in their assigned group by sight and hearing.

Supervision includes being near enough to respond and reach children immediately including responding to the child's basic needs and protecting them from harm.

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

The following was observed: supervision was inadequate during outdoor play.

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: 10/29/2026

Domain: 02 Safe & Sanitary Environment

Rule: 5180:2-12-12 Safe Environment

Requirement: The program is required to provide an environment that protects the children in care from any items and conditions that may threaten their health, safety, and well-being.

Finding: During the inspection, it was determined that children were not protected from item(s) or condition(s) which may threaten their health, safety, or well-being.

The following was observed: drywall in disrepair.

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: 10/29/2026

Domain: 02 Safe & Sanitary Environment

Rule: 5180:2-12-13 Sanitary Equipment and Environment

Requirement: The program is required to follow the cleaning schedule for equipment.

Finding: During the inspection, it was determined that the environment, furniture, materials, and/or equipment were not kept in a sanitary condition at all times.

The following was observed: cribs that were unclean.

The center shall be cleaned daily. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/29/2026

Domain: 02 Safe & Sanitary Environment

Rule: 5180:2-12-12 Safe Equipment

Requirement: The program is required to use equipment, that is safe and hazard free, according to the manufacturer's guidelines. Fans, air conditioners, heat pumps, and space heaters must be inaccessible to children. The program is
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required to refrain from using trampolines, ball pits and inflatable equipment intended for climbing and bouncing, including but not limited to slides and bounce houses.

Finding: During the inspection, equipment was determined to be unsafe, hazardous to children, or in need of repair.

The following was observed: the straps on the diaper changing table were not changed when changing a child.

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

Corrective Action Plan Due: 10/29/2026

Domain: 04 Indoor/Outdoor Space

Rule: 5180:2-12-11 Outdoor Play Fall Zones

Requirement: The program is required to provide fall zones around equipment to prevent injury if a child were to fall.

Finding: During the inspection, it was determined the fall zone under and around equipment designated for climbing, swinging, balancing and sliding did not meet the requirements.

The following was observed: fall surface needed to be redistributed.

The program is required to provide adequate fall zones under and around outdoor play equipment at all times.

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

Corrective Action Plan Due: 10/29/2026

Domain: 07 Diapering & Infant Care

Rule: 5180:2-12-20 Cribs - Safe Environment and Practices

Requirement: The program is required to provide cribs with mattresses in good condition and sheets that are not too large or too small for the crib.

Finding: During the inspection, it was determined that sheets, mattresses and/or mattress covers did not meet the rule requirement.

The following was observed: crib sheets were too big.

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

Corrective Action Plan Due: 10/29/2026

Domain: 09 Children's Files

Rule: 5180:2-12-25 2026 Medication Documentation

Requirement: The program is required to use the appropriate form and retain current documentation to administer medications, medical foods and topical products. The program is also required to obtain separate documentation for each medication/product and child.

Finding: During the inspection, it was determined the program did not meet the requirements for administering medication to a child.

The following was observed: the program did not have permission on file to administer some topical products.

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

Corrective Action Plan Due: 10/29/2026

Domain: 10 Written Policies & Procedures

Rule: 5180:2-12-16 Emergency Preparedness and Response Plan

Requirement: The program is required to train child care staff members and employees on the EPRP annually and keep written documentation of the training on-site.

Finding: During the inspection, it was determined the program's emergency preparedness and response plan (EPRP) did not meet the requirement for training child care staff members and employees on the plan annually.

The following was observed: staff were not trained annually on the Emergency Preparedness Response Plan.

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

Corrective Action Plan Due: 10/29/2026

Domain: 01 Ratio & Supervision

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Requirement: The program staff is required to supervise children in their assigned group by sight and hearing.

Supervision includes being near enough to respond and reach children immediately including responding to the child's basic needs and protecting them from harm.

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

The following was observed: supervision was inadequate during outdoor play.

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.

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Findings: During the inspection, it was determined that children were not protected from item(s) or condition(s) which may threaten their health, safety, or well-being.

The following was observed: drywall in disrepair.

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.

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Requirement: The program is required to follow the cleaning schedule for equipment.

Findings: During the inspection, it was determined that the environment, furniture, materials, and/or equipment were not kept in a sanitary condition at all times.

The following was observed: cribs that were unclean.

The center shall be cleaned daily. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/29/2026

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Findings:During the inspection, equipment was determined to be unsafe, hazardous to children, or in need of repair. The following was observed: the straps on the diaper changing table were not changed when changing a child. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/29/2026

Domain: 04 Indoor/Outdoor Space

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Findings:During the inspection, it was determined the fall zone under and around equipment designated for climbing, swinging, balancing and sliding did not meet the requirements.

The following was observed: fall surface needed to be redistributed.

The program is required to provide adequate fall zones under and around outdoor play equipment at all times.

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Findings:During the inspection, it was determined that sheets, mattresses and/or mattress covers did not meet the rule requirement.

The following was observed: crib sheets were too big.

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

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Rule: 5180:2-12-25 2026 Medication Documentation

Requirement:The program is required to use the appropriate form and retain current documentation to administer medications, medical foods and topical products. The program is also required to obtain separate documentation for each medication/product and child.

Findings:During the inspection, it was determined the program did not meet the requirements for administering medication to a child.

The following was observed: the program did not have permission on file to administer some topical products.

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

Corrective Action Plan Due: 10/29/2026

Domain: 10 Written Policies & Procedures

Rule: 5180:2-12-16 Emergency Preparedness and Response Plan

Requirement: The program is required to train child care staff members and employees on the EPRP annually and keep written documentation of the training on-site.

Findings: During the inspection, it was determined the program's emergency preparedness and response plan (EPRP) did not meet the requirement for training child care staff members and employees on the plan annually.

The following was observed: staff were not trained annually on the Emergency Preparedness Response Plan.

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

Corrective Action Plan Due: 10/29/2026

Technical Assistance Provided

This section documents technical assistance provided to the program when the program demonstrated an overall level of compliance with a rule requirement.

Domain: 08 Staff Files

Rule: 5180:2-12-07 Administrator Responsibilities/Requirements

Requirement: The program administrator is required to maintain current employee records in the Ohio Professional Registry.

Findings: During the inspection, it was determined employment records are missing or incomplete in the OPR as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Domain: 08 Staff Files

Rule: 5180:2-12-10 Health Training Requirements

Requirement: The program is required to have all child care staff members complete training in child abuse and neglect recognition and prevention within sixty days of hire. Staff must complete training in first aid and CPR within the first ninety days of hire.

Findings: During the inspection, it was determined staff have not completed health and safety training(s) as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Domain: 10 Written Policies & Procedures

Rule: 5180:2-12-07 Written Program Policies and Procedures

Requirement: The program's policies and procedures are required to include all topics outlined in rule.

Findings: During the inspection, it was determined the program's policies and procedures handbook does not contain all items as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

In Compliance/Not Verified/Previously Verified/Not Applicable

This section documents rule requirements that were assessed as fully compliant, previously verified, not verified during this inspection or not applicable to the program.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-18 License Capacity	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-02 License Visible	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-03 Inspection Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-04 Building Department Inspection	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-04 Fire Inspection	Compliant	Documenting Statement: Please Note: Documentation of a fire inspection without any uncorrected violations must be secured for the program. Secure a new fire inspection by 9/6/27.
Rule: 5180:2-12-04 Fire Inspection	Compliant	Documenting Statement: Although the program had documentation of a current fire inspection without any uncorrected violations at the time of the licensing inspection, the program did not have the fire inspection completed within 12 months from the date of the last fire inspection without any uncorrected violations. Please ensure that fire inspections are completed in accordance with the rule requirements.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-04 Food Service Requirements	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-05 Denial, Revocation and Suspension	Not Applicable	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-07 Administrator Qualifications	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-08 Child Care Staff Member Educational Requirements	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-08 Orientation Training & Whistle Blower Protection	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-09 Background Check Requirements	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-10 Professional Development Requirements	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-11 Indoor Space Requirements	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-11 Outdoor Space Requirements	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-11 Outdoor Play Equipment	Compliant	
Rule	Status	Documenting Statement(s), If applicable

5180:2-12-13 Handwashing
Requirements

Compliant

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-13 Smoke Free Environment	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-14 Transportation and Field Trip Procedures	Not Applicable	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-14 Transportation - Driver Requirements	Not Applicable	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-14 Transportation - Vehicle Requirements	Not Applicable	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-16 First Aid/Standard Precautions	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-16 Management of Communicable Disease	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-16 Incident/Injury Reporting	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-15 Child Health Care Plans	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-17 Daily Schedule	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-17 Materials and Equipment	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-17 Daily Outdoor Play	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-18 Ratio	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-18 Group Size	Compliant	
Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-18 Attendance Records	Compliant	Documenting Statement: Child Care Staff Members were observed recording the attendance for each child upon arrival and documenting each child's departure.
Rule: 5180:2-12-18 Attendance Records	Compliant	Documenting Statement: During the inspection, attendance records were reviewed. Child Care Staff Members were viewed recording the attendance for each child upon arrival and departure. All attendance records met the requirements of the rule and were kept with the group at all times.
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-19 Child Guidance	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-22 Meal Preparation and Nutritional Requirements	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-21 Evening and Overnight Care	Not Applicable	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-23 Infant Bottle and Food Preparation	Compliant	
Rule	Status	Documenting Statement(s), If applicable

5180:2-12-22 Fluid Milk Requirements Compliant

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-23 Infant Daily Care	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-22 Safe Food Handling/Storage	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-24 Swimming and Water Safety Requirements	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-16 Emergency Postings	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-16 Emergency Drills	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-21 Mobile Preschools	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-08 Staff Immunization Records	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-02 Amendments to the License	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-20 Cots and Napping - Practices	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-15 Child Immunization Records	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-15 Child Enrollment Records	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-15 Child Record Requirements	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-08 Staff TB Screening Requirements	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-20 Cots and Napping - Equipment and Environment	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-20 Cribs - Placement	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-22 Specialized Diets	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-23 Diapering and Toilet Training - Practices	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-23 2026 Diapering and Toilet Training - Supplies	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-25 2026 Medication Administration Practices	Compliant	
Rule	Status	Documenting Statement(s), If applicable
5180:2-12-25 2026 Medication Storage	Compliant	