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 MARKET SQUARE HORIZON EDUCATION CENTER	Program Number 000000300828	Program Type Child Care Center
Address 2500 WEST 25TH STREET CLEVELAND OH 44113		County CUYAHOGA

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 11/23/2026	Begin Time 10:15 AM	End Time 3:30 PM	Reviewer: Erica Adams

Summary of Findings			
No. Requirements Verified 9	No. Requirements with Non-compliances 2		No. Requirements Compliant 7
No. Serious Risk 0	No. Moderate Risk Findings 0	No. Other Non-compliance Findings 2	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Toddler	18 months to < 30 months	2 to 10		Programming 10:20am
PS Blue	3 years to < 4 years	3 to 14		Programming 10:25am
PS Green	3 years to < 4 years	3 to 10		Indoor Gross Motor Play 10:30am
School Age	School-Age to < 11 years	1 to 7		Programming - SA Tasmanian Devils, SA Panthers, and SA

				Pandas combined 10:35am

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:

Allegation: Program is not following ratio rule requirements.

Determination: Unable to be determined

Findings: Based upon the investigation, the alleged rule violation was unable to be determined due to conflicting information gathered during an on-site inspection.

Risk Level:

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

Other Non-Compliances

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

Domain: **05 Health & Safety**

Rule: 5180:2-12-16 Incident/Injury Reporting

Requirement: The program is required to complete the DCY 01299 "Incident/Injury Report" for injuries and incidents at the program, provide a copy to the person who picks the child up on the day of the incident, and retain a copy of the form onsite at the program for one year.

Finding: In review of the records, it was determined the program did not meet the requirements for completing a DCY 01299 “Incident/Injury Report”.

The following was observed: (the DCY01299 was not completed when an unusual or unexpected incident jeopardized the safety of a child or employee)

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

Corrective Action Plan Due: 12/23/2026