



## 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 HEAVENLY KIDS	Program Number 000000307290	Program Type Child Care Center
Address 17150 BROADWAY MAPLE HTS OH 44137		County CUYAHOGA

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Tamela Green	Inspection Day 09/14/2022	Begin Time 1:55 PM	End Time 5:20 PM

Summary of Findings				
No. Rules Verified 10	No. Rules with Non-compliances 8	No. Serious Risk 0	No. Moderate Risk 1	No. Low Risk 10

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Infants	0 to < 12 months	1 to 5	At arrival
Toddlers	18 months to < 30 months	1 to 11	at arrival during nap time. all children on cots
Preschool	3 years to < 4 years	1 to 14	at arrival during nap all children are on cots
school age	School-Age to < 11 years	3 to 30	When children arrived a the center.



### 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.

**No Complaints were observed during this inspection.**

### 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:05 Health & Safety

Rule: 5101:2-12-22 Meal and Snack Requirements

Code: The program is required to ensure supplemental food is on-site at the center.

Findings: During the inspection, it was determined the program did not have supplemental food on-site to ensure no child goes more than four hours without at least a snack or a meal, except when sleeping. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule. A child was not feed any dinner nor snack.

Corrective Action Plan Due: 12/28/2022



### Low Risk Non-Compliances

#### Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision

Code: 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 as noted in number(s) 1 below:

1. Child(ren) were not within both sight and hearing of a child care staff member during indoor play. 2 staff playing on phones.
2. Child(ren) were not within both sight and hearing of a child care staff member during outdoor play.
3. Child(ren) were not within both sight and hearing of a child care staff member more than once.
4. Staff were not physically present in the space and near enough to respond and reach the child(ren) immediately.
5. Other: [ ].

Children must be supervised according to rule and within both sight and hearing of a child care staff member at all times. 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: 12/28/2022

#### Domain:01 Ratio & Supervision

Rule: 5101:2-12-18 Attendance Records

Code: The program is required to maintain a record of the arrival and departure of each child. The program is also required to retain the original attendance record at the center for a period of one year.

Findings: During the inspection, it was determined the program did not meet the requirements for keeping an attendance record as listed in number(s) 2 below:

1. No attendance record was being maintained.
2. The attendance record was not being consistently completed.
3. The original attendance documentation was not kept at the program for a period of one year.

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: 12/28/2022



**Domain:01 Ratio & Supervision**

Rule: 5101:2-12-19 Child Guidance

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

Findings: During the inspection, it was determined that a child care staff member used a discipline technique to guide or discipline child(ren) that was not developmentally appropriate, consistent, or occurred at the time of the incident. 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. Grabbed child by the arm.

Corrective Action Plan Due: 12/28/2022

**Domain:02 Safe & Sanitary Environment**

Rule: 5101:2-12-13 Handwashing Requirements

Code: The program is required to have all staff wash their hands as outlined in rule.

Findings: During the inspection, it was determined that at least one staff member with the 4 group did not wash his or her hands at the time listed in number(s) 4,9 below, as required in rule.

1. Upon arrival for the day.
2. Prior to departure.
3. Upon entry into a classroom.
4. After toileting or assisting a child with toileting.
5. After each diaper change or pull-up change.
6. After contact with bodily fluids or cleaning up spills or objects contaminated with bodily fluids.
7. After cleaning or sanitizing or using any chemical products.
8. After handling pets, pet cages or other pet objects that have come in contact with the pet.
9. Before eating, serving or preparing food or bottles or feeding a child.
10. Before and after completing a medical procedure or administering medication.
11. When visibly soiled (must use soap and water).
12. Other [ ].

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

Corrective Action Plan Due: 12/28/2022

**Domain:02 Safe & Sanitary Environment**

Rule: 5101:2-12-13 Sanitary Equipment and Environment

Code: The program is required to following the cleaning schedule for equipment.

Findings: During the inspection it was determined that equipment was not sanitized prior to use by another child/after each use as noted in number(s) 6 below:

1. Highchairs;
2. High chair trays;
3. Cribs;
4. Table Tops;
5. Cots;



6. Other spoons-staff and child used the same spoon to eat.

Furniture, materials and equipment must be maintained according to the cleaning and sanitizing schedule in Appendix A to 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 not required at this time.

**Domain:02 Safe & Sanitary Environment**

Rule: 5101:2-12-13 Handwashing Requirements

Code: The program is required to have all children wash their hands as outlined in rule.

Findings: During the inspection, it was determined that at least one child in the 3 group did not wash his or her hands at the time listed in number(s) 3,7 below, as required in rule.

1. Upon arrival.
2. Prior to departure.
3. After toileting/diaper change.
4. After contact with bodily fluids.
5. After returning from outdoor play.
6. After handling pets, pet cages, or other pet objects that have come in contact with the pet, before moving on to another activity.
7. Before eating or assisting with food preparation.
8. After water activities.
9. When visibly soiled (must use soap and water)
10. Other [ ].

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

Corrective Action Plan Due: 12/28/2022

**Domain:05 Health & Safety**

Rule: 5101:2-12-16 Incident/Injury Reporting

Code: The program is required to retain completed JFS 01299 "Incident/Injury Report For Child Care" on file for at least one year.

Findings: In review of the program's records, it was determined that completed JFS 01299 "Incident/Injury Report For Child Care" forms were not being kept on file at the program for at least one year, as required. Submit the program's corrective action plan, which includes a statement that all JFS 01299 forms will be maintained on file at the program for a minimum of one year, to the Department to verify compliance with the requirements of the rule.

Corrective Action Plan Due: 12/28/2022

**Domain:05 Health & Safety**

Rule: 5101:2-12-16 Incident/Injury Reporting



Code: The program is required to submit notification of a serious incident in OCLQS by the next business day.

Findings: During the inspection, it was determined that a Serious Incident was not reported in the Ohio Child Licensing and Quality System (OCLQS), as required, by the program administrator or designee for an incident(s) as listed in number(s) 1,4 below:

1. An incident, injury or illness that required professional medical consultation or treatment.
2. An unusual or unexpected incident which jeopardizes the safety of a child, child care staff member or employee of the program.
3. An incident defined as a serious risk non-compliance in appendix A to rule 5101:2-12-03 of the Administrative Code.
4. The program did not submit the report in OCLQS by the next business day as required by rule.

Submit the program's corrective action plan, which includes a statement that the program administrator or designee has completed the Serious Incident Report in OCLQS, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 12/28/2022

#### Domain:05 Health & Safety

Rule: 5101:2-12-16 Incident/Injury Reporting

Code: The program is required to provide a copy of the JFS 01299 "Incident/Injury Report For Child Care" to parents or the person picking up the child on the day of the incident.

Findings: During the inspection, it was determined that parents or a person picking up a child did not receive the JFS 01299 "Incident/Injury Report For Child Care" on the day of the incident, as required by the 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 not required at this time.

#### Domain:07 Diapering & Infant Care

Rule: 5101:2-12-23 Infant Daily Care

Code: The program is required to provide infant daily care that meets the requirements of the rule.

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(s) 2 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 [ ].

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: 12/28/2022



Department of Education  
Department of Job and Family Services

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