

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 Heights- Room to Grow Preschool, LLC	Program Number 000000308163	Program Type Child Care Center
Address 3325 EUCLID HTS BLVD CLEVELAND HTS OH 44118		County CUYAHOGA

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) MATTHEW PIGNATO	Inspection Day 08/18/2025	Begin Time 3:20 PM	End Time 5:00 PM
Summary of Findings			
No. Rules Verified 3	No. Rules with Non-compliances 2	No. Serious Risk 1	No. Moderate Risk 0
		No. Low Risk 1	

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Infant	0 to < 12 months	1 to 2	1st
Toddler	18 months to < 30 months	2 to 12	1st
Preschool	3 years to < 4 years	1 to 8	1st
Pre-K	4 years to < 5 years	2 to 10	1st
School Age	School-Age to < 11 years	1 to 15	1st

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 shall use developmentally appropriate techniques when managing children's behavior and shall not abuse, endanger or neglect children.

Allegation: It is alleged that a child was injured due to lack of supervision.

Determination: Substantiated

Findings: During the inspection, it was determined that a child-care staff member, administrator, owner had abused, endangered, or neglected a child. Child care staff members, administrators, and owners must always use appropriate guidance and management methods with children and ensure that children are safe at all times. The individual needs to be released from employment immediately.

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 the individual is no longer employed 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: 09/26/2025

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

Low Risk Non-Compliances

Domain:05 Health & Safety

Rule: 5180:2-12-22 Meal and Snack Requirements

Code: The program is required to provide food that does not pose as a choking hazard and is appropriate for the age of the children.

Findings: During the inspection, it was determined that a preschool child was served whole grapes, which posed a choking hazard. 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 required at this time.

Corrective Action Plan Due: 10/16/2025