



## 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 WESTERVILLE LEARNING CENTER	Program Number 000000400462	Program Type Child Care Center
Address 149 CHARRING CROSS DR. WESTERVILLE OH 43081		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) AMY HILLARD	Inspection Day 06/27/2023	Begin Time 1:30 PM	End Time 3:30 PM
Reviewer(s) AMY HILLARD	Inspection Day 06/27/2023	Begin Time 1:30 PM	End Time 2:30 PM

Summary of Findings				
No. Rules Verified 5	No. Rules with Non-compliances 3	No. Serious Risk 0	No. Moderate Risk 1	No. Low Risk 2

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Schoolage	School-Age to < 11 years	2 to 22	
PreK	4 years to < 5 years	2 to 8	
Infants	0 to < 12 months	2 to 5	
Older Infants	12 months to < 18 months	1 to 5	
Toddler	18 months to < 30 months	1 to 5	
Preschool	3 years to < 4 years	1 to 8	



### 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: 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.

Allegation: The complainant alleged that the program used inappropriate guidance and management techniques when disciplining a child

Determination: Substantiated

Findings: During the inspection, it was determined that a Child Care Staff Member had used the inappropriate techniques in number(s) 8 below when managing unacceptable behavior in children:

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 a child by prone restraint or 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; (Program staff threatened the child by saying they would call his dad if he didn't behave causing the child to cry and become visibly upset)
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. 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.

Risk Level: Moderate

Corrective Action Plan Due: 07/28/2023

### 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:01 Ratio & Supervision

Rule: 5101:2-12-19 Child Guidance

Code: The program is required to consult with the parent prior to implementing a specific behavior management plan.

Findings: During the inspection, it was determined the center did not follow the rule requirement when implementing a specific behavior plan as noted in number(s) 2 below:

1. The center did not communicate and consult with the parent prior to implementing the plan.
2. The center did not put the plan in writing and/or the plan was not signed by the parent.
3. The plan was not consistent with the requirements of this rule.

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

Corrective Action Plan Due: 07/28/2023

#### Domain:09 Children's Files

Rule: 5101:2-12-15 Child Medical and Enrollment Records

Code: The program is required to keep children's records on file for one year.

Findings: During the inspection, it was determined child records, noted in number(s) 1 below, had not been kept on file at the center for twelve months from the date the form was signed or updated:

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1. Child medical statement
2. JFS 01217 "Request for Administration fo Medication for Child Care"
3. JFS 01234 "Child Enrollment and Health Information"
4. JFS 01236 "Medical/Physical Care Plan for Child Care"
5. Written permission from parents for topical products and lotions, special diets for cultural or religious reasons or non-cow milk substitutions
6. Written permission from physicians for medical foods or modified diets

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

Corrective Action Plan Due: 07/28/2023