



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 HIGH HOPES ENRICHMENT CENTER LLC	Program Number 000000400805	Program Type Child Care Center
Address 1234 MARION RD COLUMBUS OH 43207		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Barbara Smith	Inspection Day 06/23/2023	Begin Time 9:45 AM	End Time 10:05 AM
Reviewer(s) Barbara Smith	Inspection Day 06/29/2023	Begin Time 1:00 PM	End Time 2:00 PM

Summary of Findings				
No. Rules Verified 3	No. Rules with Non-compliances 2	No. Serious Risk 0	No. Moderate Risk 1	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	Day 1 at arrival
Infant	0 to < 12 months	1 to 2	Day 2 at arrival
Toddler	18 months to < 30 months	1 to 7	Day 1 at arrival
Toddler	18 months to < 30 months	1 to 7	Day 2 at arrival
Preschool	3 years to < 4 years	1 to 12	Day 1 at arrival
Preschool	3 years to < 4 years	1 to 12	Day 2 at arrival
School age	School-Age to < 11 years	1 to 8	Day 1 at arrival
School age	School-Age to < 11 years	1 to 7	Day 2 at arrival



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 Supervision

Code: The program staff is required to protect or remove a child from a situation and/or person that are determined to be unsafe.

Allegation: The complainant alleges the administrator, child-care staff, and/or employees of the program did not protect or remove children from a situation and/or person determined to be unsafe.

Determination: Substantiated

Findings: Through staff interviews during the investigation, it was determined the administrator, child care staff, and/or employees of the program did not protect or remove children from a situation and/or person determined to be unsafe as noted in number 1 below:

1. Verbal argument involving adults;
2. Staff member(s) allow child(ren) to do something unsafe;
3. Staff member(s) doing something unsafe;
4. Other [].

While the program did not protect the child(ren) from an unsafe situation and/or person, it was determined the situation would not or did not result in a serious incident or injury to a child. All program employees must take actions to protect children in care. 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: Low

Corrective Action Plan Due: 08/02/2023

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

No Additional Serious Risk Non-Compliances were observed during this inspection



Moderate Risk Non-Compliances

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 and protecting them from harm.

Findings: During the inspection and staff interviews, it was determined that children were left unattended while inside the program as noted in number 1 below:

1. Child(ren) were left unattended once. (School age teacher walked out of building; another staff member stepped in when notified)
2. Child(ren) were left unattended more than once.
3. Child(ren) left the group and were unattended.
4. Child care staff were using a baby monitor to supervise children.
5. Child care staff were using a walkie talkie to supervise children.
6. Child care staff were using mirrors to view children in another room.
7. Child care staff were using a video camera instead of physically being present in the room.
8. Other [].

Children must be supervised and within 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: 08/02/2023

Low Risk Non-Compliances

No Low Additional Risk Non-Compliances were observed during this inspection

[Redacted area]

[Redacted area]