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 PRIMROSE SCHOOL OF CANAL WINCHESTER	Program Number 000000401127	Program Type Child Care Center
Address 6375 WINCHESTER BLVD CANAL WINCHESTER OH 43110		County FRANKLIN

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 11/03/2026	Begin Time 8:00 AM	End Time 11:25 AM	Reviewer: Barbara Smith

Summary of Findings			
No. Requirements Verified 7	No. Requirements with Non-compliances 3		No. Requirements Compliant 4
No. Serious Risk 0	No. Moderate Risk Findings 1	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**
Older Infant	12 months to < 18 months	1 to 3		Arrival @ 8:00 am
Infant 2	0 to < 12 months	2 to 9		Infant 1 & Infant 2 combined at arrival @ 8:00 am
Toddler	18 months to < 30 months	1 to 5		Arrival @ 8:00 am
Early Preschool	18 months to < 30 months	1 to 7		Arrival @ 8:00 am

Preschool 1	3 years to < 4 years	2 to 16		Preschool 1 & Preschool 2 combined
Preschool 1	3 years to < 4 years	1 to 16		Preschool 1 & Preschool 2 combined at arrival @ 8:00 am
PreK	4 years to < 5 years	1 to 12		PreK & Explorers combined at arrival @ 8:00 am

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: The program is required to maintain the appropriate staff to child ratio for each group served.

Allegation: The complainant alleged that the program is not maintaining required staff/child ratios.

Determination: Substantiated

Findings: During the inspection, a ratio of 1 child care staff member(s) for 16 children was determined to have occurred for the Preschool 1 & 2 group. The following was observed: a child care staff member stepped out of the room. Additional child care staff members must be hired or current child care staff members must be rescheduled to maintain compliance. 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: 12/05/2026

Domain: 02 Safe & Sanitary Environment

Rule: 5180:2-12-13 Sanitary Equipment and Environment
Code: The program is required to follow the cleaning schedule for equipment.

Allegation: The complainant alleged that the program is not providing a clean and sanitary environment for children.

Determination: Substantiated

Findings: During the inspection, it was determined that the environment, furniture, materials, and/or equipment were not kept in a sanitary condition at all times. The following was observed: There was mold found on the trash can lid in Preschool 2 and dirt and/or mold along the baseboards in several of the classrooms. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 12/05/2026

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Domain: 05 Health & Safety

Rule: 5180:2-12-22 Safe Food Handling/Storage
Code: The program is required to provide utensils and dishes that are appropriate for the age group served.

Allegation: The complainant alleged that the program did not provide appropriate utensils for children at mealtime.

Determination: Substantiated

Findings: During the inspection, it was determined that utensils in the classrooms were not suitable. The following was discovered: only a fork was provided when soup was served to the children. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 12/05/2026

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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

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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.
No other non-compliances were observed during this inspection