



## 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 KINDERCARE LEARNING CENTER	Program Number 000000405252	Program Type Child Care Center
Address 139 N STYGLER RD GAHANNA OH 43230	County FRANKLIN	

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) CRYSTAL LUSE	Inspection Day 06/18/2024	Begin Time 10:15 AM	End Time 11:30 AM
Summary of Findings			
No. Rules Verified 6	No. Rules with Non-compliances 2	No. Serious Risk 0	No. Moderate Risk 0
		No. Low Risk 2	

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Infant	0 to < 12 months	2 to 8	
Mixed Age Group	18 months to < 30 months	3 to 14	Twos & Mixed Age Group combined on playground



### 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 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.

Allegation: Complainant alleges that child care staff members did not properly supervise children, which resulted in a child being injured.

Determination: Substantiated

Findings: During the inspection, it was determined that children were not being properly supervised as noted in number 4 below:

1. Child(ren) were not within both sight and hearing of a child care staff member during indoor play.
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 (They all were sitting at a table on one side of the playground, so no adults were near the climber on the playground or walking around the playground. There were behavior issues happening and none of them noticed, so they were instructed by the Specialist from the Department to circulate the playground and also address the behaviors that were happening).
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.

Risk Level: Low

Corrective Action Plan Due: 07/18/2024

#### Domain:01 Ratio & Supervision

Rule: 5101:2-12-18 Ratio

Code: The program staff used in ratio are to refrain from other duties that would not allow them to provide appropriate care and supervision of the children in their group.

Allegation: Complainant alleges that Child care staff members were engaged in other duties/activities and were unable to provide appropriate care and supervision to the children.

Determination: Substantiated

Findings: During the inspection, it was determined that Child Care Staff Members who were used in the staff/child ratio were engaged in other duties such as noted in numbers 3 & 6 below and, therefore, were unable to provide appropriate care and supervision to the children:

1. Cooking;



2. Cleaning that interferes with supervision;
3. Paperwork;
4. Talking on the phone for extended time;
5. Engaging in a conversation with a parent for an extended period of time;
6. Other: using cell phones on a regular basis.

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: 07/18/2024

### 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

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



Department of Education  
Department of Job and Family Services
