



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 000000405254 | Program Type Child Care Center |
| Address 2274 STRINGTOWN ROAD GROVE CITY OH 43123 | | County FRANKLIN |

| Inspection Information | | | |
|------------------------------|------------------------------|-----------------------------|----------------------------------|
| Inspection Type Complaint | | Inspection Scope Partial | Inspection Notice Unannounced |
| Reviewer(s) BEVERLY JAMES | Inspection Day 01/24/2023 | Begin Time 10:30 AM | End Time 12:15 PM |
| Reviewer(s) BEVERLY JAMES | Inspection Day 05/17/2023 | Begin Time 8:45 AM | End Time 10:00 AM |
| Reviewer(s) BEVERLY JAMES | Inspection Day 06/06/2023 | Begin Time 11:30 AM | End Time 12:30 PM |

| Summary of Findings | | | | |
|-------------------------|-------------------------------------|-----------------------|------------------------|-------------------|
| No. Rules Verified 9 | No. Rules with Non-compliances 5 | No. Serious Risk 1 | No. Moderate Risk 1 | No. Low Risk 3 |

| Staff-Child Ratios at the Time of Inspection | | | |
|----------------------------------------------|--------------------------|----------------|------------------------------------|
| Group | Age Group/Range | Ratio Observed | Comment |
| Infant | 0 to < 12 months | 2 to 10 | |
| Infant | 0 to < 12 months | 2 to 9 | Day 2 |
| Toddler | 18 months to < 30 months | 2 to 10 | |
| Toddler | 18 months to < 30 months | 1 to 7 | Day 2 |
| Preschool/PreK | 3 years to < 4 years | 2 to 25 | Out of ratio and out of group size |
| Preschool/PreK | 3 years to < 4 years | 1 to 8 | Preschool Day 2 |
| PreK | 4 years to < 5 years | 2 to 17 | Day 2 |



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 program staff does not use developmentally appropriate techniques when managing children's behavior.

Determination: Substantiated

Findings: During the inspection, it was determined that a child care staff member used a discipline technique to guide or discipline child(ren) that was not developmentally appropriate, consistent, or occurred at the time of the incident. 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. (Screaming in children's faces.)

Risk Level: Low

Corrective Action Plan Due: 02/24/2023

Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision

Code: The program staff are not permitted to leave children unattended.

Allegation: The program staff permitted to leave children unattended outside.

Determination: Substantiated

Findings: During the inspection, it was determined that children were not supervised while outside the program as noted in number(s) 1,7 below:

1. Child(ren) left unattended outside the facility building. (Child walked out front door with another child that was leaving.)
2. Child(ren) left unattended outside the facility building more than once.
3. Child(ren) left unattended off the program's premises.
4. Child(ren) left unattended during a swimming activity.
5. Child(ren) left unattended in a vehicle.
6. Child(ren) left unattended inside the building and no adults were present in the building.
7. Other (Additional information was provided and case was reopened and investigated on 5/17/23.)

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.

Risk Level: Serious

Corrective Action Plan Due: 05/30/2023



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: 5101:2-12-18 Ratio

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

Findings: During the inspection, a ratio of 25 child care staff member(s) for 2 children was determined to have occurred for the combined PS/PK group when the situation in number(s) 7 below occurred:

1. A child care staff member stepped out of the room.
2. A child care staff member had not arrived at work on time.
3. Children were present who were not scheduled to be there.
4. A child care staff member was unable to work.
5. A child was injured in that group.
6. A child arrived in the group before a second staff member was scheduled to arrive with the group.
7. Two groups were combined, and the program did not follow the ratio for the youngest child in the group.
8. A child was transitioning to the next older age group, and the program did not follow the ratio for the youngest child in the group.
9. Ratio was doubled for more than two hours while children were napping.
10. Ratio was doubled while children were napping for a group that included at least one infant.
11. Ratio was doubled while children were napping and there were not enough staff members in the building to meet staff/child ratio.
12. Ratio was doubled in the school age group to allow access to the program, however, the program does not serve only school age children.
13. Both child care staff members did not have a working communication device when one staff member left the group to allow access to the school age only program.
14. The child care staff member did not return to the group after allowing access to the school age only program.
15. Other [].

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.

Corrective Action Plan Due: 02/24/2023



Low Risk Non-Compliances

Domain:00 License & Approvals

Rule: 5101:2-12-03 Inspection Requirements

Code: The program staff is required to provide true and accurate information.

Findings: During the inspection, it was determined that the program provided false information, in that a CCSM gave false and misleading information during several inspections. The rule requires the program to provide accurate and truthful information to the Department. 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: 07/07/2023

Domain:01 Ratio & Supervision

Rule: 5101:2-12-18 Group Size

Code: The program is required to maintain the appropriate group size for each group of children served.

Findings: During the inspection, group size limitations were not maintained for the group of PS/PK as it was determined there were 25 children grouped together. The group size shall not exceed twice the maximum number of children allowed per Child Care Staff Member. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 02/24/2023