

## 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<br>KINDERCARE LEARNING CENTER         | Program Number<br>000000405263 | Program Type<br>Child Care Center |
| Address<br>3700 RIDGE MILL DRIVE HILLIARD OH 43026 |                                | County<br>FRANKLIN                |

| Inspection Information       |                                     |                             |                                  |
|------------------------------|-------------------------------------|-----------------------------|----------------------------------|
| Inspection Type<br>Complaint |                                     | Inspection Scope<br>Partial | Inspection Notice<br>Unannounced |
| Reviewer(s) LISA NUTTER      | Inspection Day<br>02/04/2025        | Begin Time<br>3:15 PM       | End Time<br>4:00 PM              |
| Summary of Findings          |                                     |                             |                                  |
| No. Rules Verified<br>2      | No. Rules with Non-compliances<br>1 | No. Serious Risk<br>0       | No. Moderate Risk<br>1           |
|                              |                                     | No. Low Risk<br>0           |                                  |

| Staff-Child Ratios at the Time of Inspection |                          |                |         |
|----------------------------------------------|--------------------------|----------------|---------|
| Group                                        | Age Group/Range          | Ratio Observed | Comment |
| toddler                                      | 18 months to < 30 months | 2 to 9         |         |
| preschool                                    | 3 years to < 4 years     | 1 to 13        |         |

### 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: 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 was not maintaining ratios in the infant classroom.

Determination: Substantiated

Findings: During the investigation, it was determined that required staff/child ratios were not being maintained for the infant group, in that there was 1 child care staff member to 7 infants, due to not having additional staff scheduled to care for the group. In addition during the inspection, there was a ratio of 1 child care staff member to 13 preschool children observed, when there was not an additional staff person scheduled for the group.

Additional 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: 03/07/2025

### 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



Department of  
Children & Youth

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**Low Risk Non-Compliances**

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

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