

## 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<br>FRAN'S CHILD CARE CENTER AT THE<br>MANSFIELD AREA Y | Program Number<br>000000406881 | Program Type<br>Child Care Center |
| Address<br>750 SCHOLL ROAD MANSFIELD<br>OH<br>44907                 | County<br>RICHLAND             |                                   |

| Inspection Information        |                             |                                         |                                  |
|-------------------------------|-----------------------------|-----------------------------------------|----------------------------------|
| Inspection Type<br>Complaint  | Inspection Scope<br>Partial | Inspection Method<br>On-site Inspection | Inspection Notice<br>Unannounced |
| Inspection Date<br>09/21/2026 | Begin Time<br>12:35 PM      | End Time<br>1:35 PM                     | Reviewer:<br>Joseph Diehm        |

| Summary of Findings            |                                            |                                        |                                        |
|--------------------------------|--------------------------------------------|----------------------------------------|----------------------------------------|
| No. Requirements Verified<br>3 | No. Requirements with Non-compliances<br>2 |                                        | No. Requirements Compliant<br>1        |
| No. Serious Risk<br>0          | No. Moderate Risk Findings<br>1            | No. Other Non-compliance Findings<br>2 | No. Technical Assistance Provided<br>0 |

| Staff-Child Ratios at the Time of Inspection |                          |                |            |                                                  |
|----------------------------------------------|--------------------------|----------------|------------|--------------------------------------------------|
| Group                                        | Age Group/Range          | Ratio Observed | Compliance | Comment                                          |
| Sugar Bears                                  | 18 months to < 30 months | 1 to 11        |            | 12:40pm<br>Naptime<br>Combined with<br>Kangaroos |
| Pixies                                       | 12 months to < 18 months | 2 to 7         |            | 12:40pm<br>Naptime                               |
| Tadpoles                                     | 0 to < 12 months         | 2 to 7         |            | 12:40pm<br>Naptime                               |

|             |                          |         |  |                                                    |
|-------------|--------------------------|---------|--|----------------------------------------------------|
| Kangaroos   | 18 months to < 30 months | 0 to 0  |  | 12:40pm<br>Naptime<br>Combined with<br>Sugar Bears |
| Bumble Bees | 4 years to < 5 years     | 1 to 16 |  | 12:40pm<br>Naptime                                 |
| Sunbeams    | 3 years to < 4 years     | 0 to 0  |  | 12:40pm<br>Naptime<br>Combined with<br>Fireflies   |
| Fireflies   | 3 years to < 4 years     | 1 to 11 |  | 12:40pm<br>Naptime<br>Combined with<br>Sunbeams    |
| Munchkins   | 30 months to < 36 months | 1 to 7  |  | 12:40pm<br>Naptime                                 |
| Lambs       | 30 months to < 36 months | 1 to 10 |  | 12:40pm<br>Naptime                                 |

### 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: 5180:2-12-19 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: It was alleged that a Child Care Staff Member used a prohibited technique as means to control or discipline children.

Determination: Substantiated

Findings: During the inspection, it was determined that a child care staff member had used prohibited techniques as a means to control or discipline children.

The following prohibited technique was observed: utilize cruel, harsh, unusual, or extreme techniques. (a teacher bit a child on the hand to stop the child from biting and put soap in another child's mouth to stop that child from spitting)

Child-care staff members and other employees must always use appropriate guidance and management methods with children. 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: 10/22/2026

**Domain: 05 Health & Safety**

Rule: 5180:2-12-16 Incident/Injury Reporting

Code: The program is required to complete the DCY 01299 "Incident/Injury Report" for injuries and incidents at the program, provide a copy to the person who picks the child up on the day of the incident, and retain a copy of the form onsite at the program for one year.

Allegation: It was alleged that the program did not meet the requirements for completing a DCY 1299 "Incident / Injury Report".

Determination: Substantiated

Findings: In review of the records, it was determined the program did not meet the requirements for completing a DCY 01299 "Incident/Injury Report".

The following was observed: the DCY01299 was not completed when an unusual or unexpected incident jeopardized the safety of a child. (teacher putting soap in a child's mouth)

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

"

**Domain: 05 Health & Safety**

Rule: 5180:2-12-16 Incident/Injury Reporting

Code: The program is required to submit notification of a serious incident in the Ohio statewide licensing system by the next business day.

Allegation: It was alleged that the program did not meet the requirements for completing a DCY 1299 "Incident / Injury Report".

Determination: Substantiated

Findings: "During the inspection, it was determined that a Serious Incident was not reported in the Ohio statewide licensing system, as required, by the program administrator or designee for an incident(s).

The following was observed: the program did not submit the report in the Ohio statewide licensing system by the next business day as required by rule.

Submit the program's corrective action plan, which includes a statement that the program administrator or designee has completed the Serious Incident Report in the system, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

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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**

### 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**

