



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 Victorum Learning Center	Program Number 000000503877	Program Type Child Care Center
Address 6783 STAEGER RD CELINA OH 45822		County MERCER

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Heather Sanchez	Inspection Day 06/28/2023	Begin Time 9:00 AM	End Time 11:00 AM

Summary of Findings				
No. Rules Verified 7	No. Rules with Non-compliances 7	No. Serious Risk 2	No. Moderate Risk 3	No. Low Risk 6

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Caterpillars		2 to 7	
Beetle Bugs		2 to 7	
Squeaky Squirrels		1 to 9	
Chipmunks		2 to 10	
Rabbits		1 to 4	
Bees		2 to 23	
Owls		2 to 28	
Lightning Bugs		1 to 10	



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 and shall not abuse, endanger or neglect children.

Allegation: The complainant alleges that staff are using prohibited disciplinary techniques

Determination: Substantiated

Findings: Mercer County CPS has substantiated that a Child Care Staff Member had abused, endangered, or neglected a child. Child Care Staff Members, administrators, and owners must always use appropriate guidance and management methods with children and ensure that children are safe at all times. The individual needs to be released from employment immediately. Submit the program's corrective action plan, which includes a statement that the individual is no longer employed, to the Department to verify compliance with the requirements of this rule.

Risk Level: Serious

Corrective Action Plan Due: 08/13/2023

Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision

Code: The program staff is required to meet each child's basic, developmental, behavioral and special needs.

Allegation: The complainant alleges that child sent home with unexplained bruises.
The complainant alleges that a staff made a child clean up another child's vomit

Determination: Substantiated

Findings: During the inspection, it was determined that child-care staff did not meet the basic needs of a child as noted in number 12 below:

1. Assisting children with toileting
2. Assisting children with handwashing
3. Assisting children with basic hygiene
4. Responding appropriately to a child in distress
5. Assisting a child wiping his/her nose
6. Washing a child's face
7. Assisting a child in tying his/her shoes
8. Assisting a child in changing his/her clothes when needed
9. A child's developmental needs were not met
10. A child's behavioral needs were not met
11. Parental preferences, that were not in conflict with a licensing rule, were not followed
12. During staff interviews, staff indicated they had witnessed another staff member making a child clean up another child's vomit. Staff also reported that a parent had also observed this incident.



Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. A written response for this rule noncompliance is not required at this time.

Risk Level: Low

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 complainant alleges that staff are using prohibited disciplinary techniques

Determination: Substantiated

Findings: Through staff interviews during the inspection, it was determined that a Child Care Staff Member had used the inappropriate techniques in numbers 1,8,10 below when managing unacceptable behavior in children:

1. Utilize cruel, harsh, unusual, or extreme techniques- pulling children by arms, hitting a child in the chest, dragging a child was observed through video
2. Utilize any form of corporal punishment;
3. Delegate children to manage or discipline other children;
4. Use physical restraints on a child;
5. Restrain a child by prone restraint or any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control;
6. Place children in a locked room or confine children in any enclosed area;
7. Confine children to equipment such as cribs or highchairs;
8. Humiliate, threaten or frighten children- During staff interviews, several staff shared that they have observed other staff yelling/screaming at child while face to face with child
9. Subject children to profane language or verbal abuse;
10. Make derogatory or sarcastic remarks about children to their faces- During staff interviews, several staff shared that they had observed other staff yell various derogatory remarks to children
11. Punish children for failure to eat or sleep or for toileting accidents;
12. Withhold any food (including snacks and treats), rest or toilet use;
13. Punish an entire group of children due to the unacceptable behavior of one or a few;
14. Isolate and restrict children from all activities for an extended period of time.

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: 09/07/2023

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: The complainant alleges that child sent home with unexplained bruises.
The complainant alleges that a staff made a child clean up another child's vomit

Determination: Substantiated

Findings: During the inspection, it was determined that children were not being properly supervised as noted in number 5 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.
5. Other: During staff interviews, staff indicated that several children were going home injured, staff not knowing how injury occurred

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: 09/07/2023

Domain:05 Health & Safety

Rule: 5101:2-12-16 Incident/Injury Reporting

Code: The program is required to complete the JFS 01299 "Incident/Injury Report" for injuries and incidents at the program.

Allegation: The complainant alleges that incident reports are not completed

Determination: Substantiated

Findings: During the inspection, it was determined that a JFS 01299 "Incident/Injury Report" was not completed by child care staff for the situation(s) listed in number 4 below:

1. A child became ill or received an injury which required first aid treatment.
2. A child was transported for emergency medical care.
3. A child received a bump or blow to the head.
4. An unusual or unexpected incident which jeopardized the safety of a child or employee of a program- Through staff interviews, staff shared that parents not notified of their child being pulled and hit by a staff member.

Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. A written response for this rule noncompliance is not required at this time.

Risk Level: Low



Domain:07 Diapering & Infant Care

Rule: 5101:2-12-23 Diapering and Toilet Training

Code: The program staff is required to change wet or soiled diapers immediately.

Allegation: The complainant alleges that children sit in dirty diapers

Determination: Substantiated

Findings: Through staff interviews during the investigation, it was determined that a child's basic diapering needs were not being met in number 3 below:

1. Diapers were not checked and immediately changed when needed;
2. Diapers not checked regularly;
3. Diapers not changed when found to be wet or soiled- during staff interviews, multiple staff have observed children's diapers not being changes when soiled
4. Other [].

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

Risk Level: Low

Corrective Action Plan Due: 09/07/2023

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision

Code: The program is required to notify their local public children services agency of any suspicion of abuse or neglect against a child.

Findings: During the inspection, it was determined that the program failed to immediately notify their local public children services agency of suspicions that a child had been abused or neglected. Provide staff training. Submit the program's corrective action plan, which includes a description of action taken to assure that all staff are knowledgeable of their responsibilities, and a statement that training was provided, to the Department to verify compliance with the requirements of this rule. During staff and administrator interviews, staff and the administrator indicated that another staff member was observed on camera dragging, pulling and hitting a child. The Administrator stated that she asked the ownership if she should report the incident to PCSA and the response was not to make the report.

Corrective Action Plan Due: 07/15/2023

Moderate Risk Non-Compliances



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 and protecting them from harm.

Findings: Through staff interviews during the investigation, it was determined that children were left unattended while inside the program as noted in number 3 below:

1. Child(ren) were left unattended once.
2. Child(ren) were left unattended more than once.
3. Child(ren) left the group and were unattended- Though staff interviews and record review, it has been reported that children leave the classroom/group and are unsupervised with teacher not aware of child's absence-
4. Child care staff were using a baby monitor to supervise children.
5. Child care staff were using a walkie talkie to supervise children.
6. Child care staff were using mirrors to view children in another room.
7. Child care staff were using a video camera instead of physically being present in the room.
8. Other [].

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.

Corrective Action Plan Due: 08/09/2023

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: Through staff interviews conducted during the complaint investigation, required staff/child ratios were not maintained for different groups on multiple occasions, as noted below:

Several staff shared that ratios were not met on several occasions on several days in various classrooms

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.

Corrective Action Plan Due: 08/09/2023

Low Risk Non-Compliances

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.



Findings: Through staff interviews during the investigation, 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 children immediately- Through staff interviews, multiple staff stated that they have observed another staff member uses the child's restroom that is located in the classroom while she has sole responsibility.
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.

Corrective Action Plan Due: 08/09/2023

Domain:05 Health & Safety

Rule: 5101:2-12-16 Incident/Injury Reporting

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

Findings: During the inspection, it was determined that a Serious Incident was not reported in the Ohio Child Licensing and Quality System (OCLQS), as required, by the program administrator or designee for an incident(s) as listed in number 2 below:

1. An incident, injury or illness that required professional medical consultation or treatment.
2. An unusual or unexpected incident which jeopardizes the safety of a child, child care staff member or employee of the program.
3. An incident defined as a serious risk non-compliance in appendix A to rule 5101:2-12-03 of the Administrative Code.
4. The program did not submit the report in OCLQS 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 OCLQS, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 09/07/2023