



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 CREATIVE WORLD OF LEARNING - Huber Main	Program Number 000000600202	Program Type Child Care Center
Address 5030 NEBRASKA AVE HUBER HEIGHTS OH 45424		County MONTGOMERY

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Carlie Bennett	Inspection Day 08/23/2023	Begin Time 9:11 AM	End Time 2:00 PM
Summary of Findings			
No. Rules Verified 21	No. Rules with Non-compliances 7	No. Serious Risk 0	No. Moderate Risk 2
		No. Low Risk 5	

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Infant 1		2 to 5	
Infant 2		2 to 4	
Toddler A		1 to 6	
Toddler B		2 to 8	
Preschool A		2 to 14	
Preschool B & C		3 to 11	Outside



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: 5101:2-12-18 Ratio

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

Allegation: Ratio not followed

Determination: Substantiated

Findings: During the inspection, through staff interviews, it was determined that classrooms were left out of ratio when the situations in number(s) 2 & 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.

Risk Level: Moderate

Corrective Action Plan Due: 09/29/2023

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: Child Care Staff Members not supervising children



Determination: Substantiated

Findings: During the inspection, it was determined that children were not being properly supervised as noted in number(s) 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: Child care staff members gather in a group and talk while children run around. Staff Members use phones & Smartwatches while supervising children.

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: 09/29/2023

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: Staff use inappropriate child guidance

Determination: Substantiated

Findings: During the inspection, it was determined that a Child Care Staff Member had used the inappropriate techniques in number(s) 1 & 8 below when managing unacceptable behavior in children:

1. Utilize cruel, harsh, unusual, or extreme techniques; Child Care Staff Members grabbed children by the arm and picked them up off of the ground
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; children who had toileting accidents were taken to younger classrooms and called "babies" for having accidents.
9. Subject children to profane language or verbal abuse;
10. Make derogatory or sarcastic remarks about children or their families;
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: 09/29/2023

Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision

Code: The program staff is required to protect or remove a child from a situation and/or person that are determined to be unsafe or inappropriate.

Allegation: Children exposed to inappropriate language

Determination: Substantiated

Findings: During the inspection, it was determined the administrator, child care staff, and/or employees of the program did not protect or remove children from a situation and/or person determined to be unsafe or inappropriate as noted in number(s) 4 below:

1. Verbal argument involving adults.
2. Staff member(s) allowed child(ren) to do something unsafe.
3. Staff member(s) did something unsafe.
4. Children were exposed to inappropriate language by a staff member
5. Other

While the program did not protect the child(ren) from an unsafe or inappropriate situation and/or person, it was determined the situation would not or did not result in a serious incident or injury to a child. All program employees must take actions to protect children in care. 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: 09/29/2023

Domain:05 Health & Safety

Rule: 5101:2-12-16 Management of Communicable Disease

Code: The program is required to notify parents of children exposed to a communicable disease by the end of the next day.

Allegation: Parents not notified of Communicable Disease

Determination: Substantiated

Findings: During the inspection, it was determined that parents were not informed by the end of the next day of program operation that their child had been exposed to a communicable disease, as required. 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



Corrective Action Plan Due: 09/29/2023

Domain:05 Health & Safety

Rule: 5101:2-12-16 Management of Communicable Disease

Code: The program is required to notify the parent of any child who is exhibiting symptoms of an illness.

Allegation: Children not properly isolated or discharged for an illness

Determination: Substantiated

Findings: During the inspection, it was determined that procedures for isolating a child due to a suspected communicable disease were not followed for the requirement(s) listed in number(s) 2 below:

1. Within sight and hearing of a staff member at all times
2. Cared for in another room or portion of a room away from other children & not sent home immediately
3. Provided with a cot or mat
4. After use, cot or mat was not properly sanitized

Technical assistance was provided at the time of 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

Corrective Action Plan Due: 09/29/2023

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

Moderate Risk Non-Compliances

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



Low Risk Non-Compliances

Domain:05 Health & Safety

Rule: 5101:2-12-16 Management of Communicable Disease

Code: The program is required to identify and respond to communicable diseases.

Findings: During the inspection, it was determined the program did not meet the requirements for responding to a communicable disease as noted in number(s) 1 & 2 below.

1. The program did not follow the instructions on the JFS 08087 "Ohio Communicable Disease Chart".
2. The program did not report a communicable disease that is required to be reported to the local health department to ODJFS in OCLQS by the end of the next business day.

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

Corrective Action Plan Due: 09/29/2023