



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 Milestones Learning Center | Program Number 2170014327 | Program Type Child Care Center |
| Address 47 Lexington Blvd Delaware OH 43015 | | County DELAWARE |

| Inspection Information | | | |
|------------------------------|------------------------------|-----------------------------|----------------------------------|
| Inspection Type Complaint | | Inspection Scope Partial | Inspection Notice Unannounced |
| Reviewer(s) Catherine Moerch | Inspection Day 06/10/2026 | Begin Time 9:45 AM | End Time 10:45 AM |

| Summary of Findings | | | | |
|-------------------------|-------------------------------------|-----------------------|------------------------|-------------------|
| No. Rules Verified 2 | No. Rules with Non-compliances 1 | No. Serious Risk 0 | No. Moderate Risk 0 | No. Low Risk 1 |

| Staff-Child Ratios at the Time of Inspection | | | |
|--|--------------------------|----------------|---------|
| Group | Age Group/Range | Ratio Observed | Comment |
| Toddler 1 | 18 months to < 30 months | 2 to 8 | 9:50am |
| Preschool 1 | 3 years to < 4 years | 1 to 6 | 9:45am |
| Preschool 2 | 3 years to < 4 years | 1 to 7 | 9:50am |
| Pre-K | 4 years to < 5 years | 2 to 10 | 9:50am |
| School Age | School-Age to < 11 years | 1 to 6 | 9:50am |
| Infants | 0 to < 12 months | 2 to 10 | 9:50am |
| Toddler 2 | 30 months to < 36 months | 2 to 10 | 9:50am |

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: 5180:2-12-19 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: It was alleged that the program failed to protect children from harm when the front door was unlocked and not staff were present at the front desk to monitor entry into the program.

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) 5 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; conversation; behavior; video; music; DVD] by a [staff member/child/parent].
5. Other : Front door was unlocked and no staff were present at front desk to monitor persons entering or exiting the program and protect children from harm.

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: 07/16/2026

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

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