Ohio Department of Children & Youth

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 Kiwi's Clubhouse	Program Number 2180019167	Program Type Child Care Center
Address 340 Olentangy Crossing East Delaware OH 43015		County DELAWARE

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 10/27/2026	Begin Time 9:05 AM	End Time 10:50 AM	Reviewer: Catherine Moerch

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

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Preschool 2	3 years to < 4 years	1 to 11		10:40am
Preschool 2	3 years to < 4 years	1 to 11		9:05am
Preschool 1	3 years to < 4 years	1 to 12		9:05am
Preschool 1	3 years to < 4 years	1 to 12		10:40am
Juniors	Mixed Age Group	1 to 8		9:05am

Juniors	Mixed Age Group	2 to 12		10:40am
Tiny 2s/Toddler 2	18 months to < 30 months	2 to 10		9:05am
Tiny 2s/Toddler 2	18 months to < 30 months	2 to 12		10:40am
Tiny Tots/Toddler 1	18 months to < 30 months	2 to 13		10:40am
Tiny Tots/Toddler 1	18 months to < 30 months	2 to 9		9:05am
Little Ones	0 to < 12 months	1 to 4		9:05am
Little Ones	0 to < 12 months	1 to 5		10:40am
Dreamers	12 months to < 18 months	1 to 5		10:40am
Dreamers	12 months to < 18 months	2 to 6		9:05am
Bundles	0 to < 12 months	1 to 4		9:05am
Bundles	0 to < 12 months	1 to 5		10:40am
Wee School	30 months to < 36 months	1 to 8		10:40am
Wee School	30 months to < 36 months	1 to 8		9:05am

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: 5180:2-12-18 Ratio
Code: The program is required to maintain the appropriate staff to child ratio for each group served.

Allegation: It was alleged that the center was out of ratio on multiple occasions.

Determination: Substantiated

Findings: During the inspection, required staff/child ratios were not maintained for different groups on multiple occasions, as noted below:

The ratio determined for the toddler group was 1 Child Care Staff Member(s) for 13 children. Additionally, a ratio of 1 Child Care Staff Member(s) for 14 children was determined for the juniors (ages 3-5) 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: 11/26/2026

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