



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 Character Academy Early Learning Center	Program Number 2190020864	Program Type Child Care Center
Address 9718 Buckeye Road Unit 5 Cleveland OH 44104		County CUYAHOGA

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) LAKESHA ALLEN	Inspection Day 12/13/2021	Begin Time 2:45 PM	End Time 4:45 PM
Reviewer(s) LAKESHA ALLEN	Inspection Day 01/10/2022	Begin Time 9:30 AM	End Time 10:30 AM

Summary of Findings				
No. Rules Verified 14	No. Rules with Non-compliances 2	No. Serious Risk 0	No. Moderate Risk 1	No. Low Risk 1

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Infants	12 months to < 18 months	1 to 5	Day 1
Infants	12 months to < 18 months	1 to 2	Programming at arrival- Day 2
Toddlers	18 months to < 30 months	2 to 22	Ratio at arrival/ Toddler, PS and SA combined
Toddlers	18 months to < 30 months	1 to 6	Programming- Day 2
Preschool	3 years to < 4 years	1 to 5	Day 2- Programming at arrival PS and SA combined



Complaint Allegations

If the program is star rated, the rating may be impacted if a serious or moderate risk non-compliance is cited. Ohio Administrative Code 5101: 2-12-03 details the process for submitting a request for a review if a program disagrees with a licensing finding. The request for review must be submitted within seven days from the receipt of the licensing report.

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: It is reported that the center is over ratio every day and that there are three room with 15-20 kids throughout the day with only two teachers.

Determination: Substantiated

Findings: During the inspection, a ratio of 2 child care staff member(s) for 22 children was determined to have occurred for the Toddler, PS, and SA group when the situation in number(s) 2 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: 02/13/2022

Domain:05 Health & Safety

Rule: 5101:2-12-16 Emergency Drills

Code: The program is required to complete fire drills, weather drills, and emergency/lockdown drills appropriately.

Allegation: It is reported that the center does not conduct the fire drills.

Determination: Substantiated



Findings: During the inspection, it was determined that the required drills were not completed for item number(s) 1,2,3 below:

1. Monthly fire drills.
2. Monthly weather emergency drills (March through September).
3. Emergency/lockdown drills in each quarter of the calendar year.

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: 02/13/2022

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

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