



## 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 H.HILLS LEARNING ACADEMY	Program Number 2200021241	Program Type Child Care Center
Address 5881 CHANTRY DRIVE COLUMBUS OH 43232		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) BEVERLY JAMES	Inspection Day 04/01/2026	Begin Time 2:00 PM	End Time 4:30 PM

Summary of Findings				
No. Rules Verified 11	No. Rules with Non-compliances 6	No. Serious Risk 0	No. Moderate Risk 3	No. Low Risk 4

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Infant/Toddler	0 to < 12 months	2 to 6	2 pm
PreK	Mixed Age Group	1 to 16	2pm SA, Preschool and 1 infant combined
Preschool	Mixed Age Group	1 to 12	2pm Toddler and Preschool combined at nap. Not all children asleep and on cots.

**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: The program staff does not protect or remove a child from a situation and/or person that are determined to be unsafe or inappropriate.

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 (Two CCSM had a verbal and physical altercation around children.)

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: 05/06/2026

**Summary of Additional Non-Compliances**

**Serious Risk Non-Compliances**

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

### Moderate Risk Non-Compliances

#### Domain:00 License & Approvals

Rule: 5180:2-12-04 Building Department Inspection

Code: The program is required to refrain from using space that did not receive building approval and from caring for children in spaces not approved for that age group. The program is required to refrain from using a remodeled or modified space before obtaining building approval. The program is required to maintain building occupancy limitations.

Findings: During the inspection, it was determined the program was using space for child care in a manner that was not approved by the Ohio Department of Commerce or local certified building authority as noted in number(s) 7 below:

1. The [ ] room or space was not approved.
2. Children under school age were being cared for in a building only approved for school age.
3. The space had been modified and not yet re-inspected and approved.
4. The [ ] floor, which had not been approved by the building department for child care, was being used.
5. The building limitation had been exceeded. [ ] children were being cared for and the building had been approved for [ ] children.
6. The [ ] room(s) occupancy had been exceeded. [ ] children were being cared for in this space that had been approved for [ ] children.
7. Care was provided to children less than two and one-half years of age in a space that was not approved for children under 2 1/2 years of age.

Submit the program's corrective action plan, which includes building approval for use of this space, a written statement that the building occupancy limitations are being maintained, or a written statement that it is no longer being used, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 05/06/2026

#### 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.

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

The ratio determined for the mixed group (SA,PK and 1 infant) was 1 Child Care Staff Member(s) for 16 children. Additionally, a ratio of 1 Child Care Staff Member(s) for 12 children was determined for the Toddler/PS group. (During nap time when not all children were on their cot resting.)

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: 05/06/2026

**Domain:01 Ratio & Supervision**

Rule: 5180:2-12-19 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: During the inspection, it was determined that children were left unattended while inside the program as noted in number(s) 3 below:

1. Child(ren) were left unattended once. (CCSM left children in PK room)
2. Child(ren) were left unattended more than once.
3. Child(ren) left the group and were unattended. (Children in the PS room ran out of room and down the hallway.)
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: 05/06/2026

**Low Risk Non-Compliances**

**Domain:01 Ratio & Supervision**

Rule: 5180:2-12-18 Group Size

Code: The program is required to maintain the appropriate group size for each group of children served.

Findings: During the inspection, group size limitations were not maintained for Combined group (SA,PK and 1 infant) as it was determined there were 16 children grouped together. The group size shall not exceed twice the maximum number of children allowed per Child Care Staff Member. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 05/06/2026

**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.

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 (PS CCSM allowed a School Age child to yell at the children to get them on their cots at nap time.)

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.

Corrective Action Plan Due: 05/06/2026

**Domain:05 Health & Safety**

Rule: 5180:2-12-16 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(s) 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: 05/06/2026