

## 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<br>Kid Friendly Academy               | Program Number<br>2200023399 | Program Type<br>Child Care Center |
| Address<br>30840 Lakeshore Blvd Willowick OH 44095 |                              | County<br>LAKE                    |

| Inspection Information       |                                      |                              |                             |                                  |
|------------------------------|--------------------------------------|------------------------------|-----------------------------|----------------------------------|
| Inspection Type<br>Complaint |                                      |                              | Inspection Scope<br>Partial | Inspection Notice<br>Unannounced |
| Reviewer(s) SHELLY WILLIAMS  |                                      | Inspection Day<br>09/19/2024 | Begin Time<br>8:00 AM       | End Time<br>9:30 AM              |
| Reviewer(s) SHELLY WILLIAMS  |                                      | Inspection Day<br>10/01/2024 | Begin Time<br>2:00 PM       | End Time<br>3:30 PM              |
| Reviewer(s) SHELLY WILLIAMS  |                                      | Inspection Day<br>11/21/2024 | Begin Time<br>9:30 AM       | End Time<br>10:30 AM             |
| Summary of Findings          |                                      |                              |                             |                                  |
| No. Rules Verified<br>16     | No. Rules with Non-compliances<br>11 | No. Serious Risk<br>1        | No. Moderate Risk<br>1      | No. Low Risk<br>10               |

| Staff-Child Ratios at the Time of Inspection |                          |                |   |
|--|--------------------------|----------------|---|
| Group  | Age Group/Range          | Ratio Observed | Comment                                   |
| PS   | 3 years to < 4 years     | 1 to 6         | Day 3                                     |
| PK   | 4 years to < 5 years     | 1 to 3         | Day 3                                     |
| PK   | 3 years to < 4 years     | 2 to 6         | Day 1 PS and PK combined                  |
| PK   | 3 years to < 4 years     | 1 to 10        | Day 2 PS and PK combined                  |
| T1   | 18 months to < 30 months | 2 to 3         | Day 2                                     |
| T2   | 18 months to < 30 months | 1 to 4         | Day 1 - toddlers combined                 |
| T2   | 18 months to < 30 months | 1 to 6         | Day 2 - toddler 2 and 3 combined          |
| T2   | 18 months to < 30 months | 1 to 5         | Day 3                                     |
| T3   | 18 months to < 30 months | 2 to 3         | Day 3                                     |
| SA   | School-Age to < 11 years | 1 to 6         | Day 2 Observed arrival on program vehicle |

|         |                  |        |   |
|---------|------------------|--------|---|
| Infants | 0 to < 12 months | 2 to 9 | Day 3 11/2/24<br>Infants and<br>toddler 1<br>combined |
| Infants | 0 to < 12 months | 1 to 4 | Day 1 9/19/24   |
| Infants | 0 to < 12 months | 2 to 4 | Day 2 10/1/24   |

### 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: 5101:2-12-19 Supervision

Code: The program is required to notify their local public children services agency of any suspicion of abuse or neglect against a child.

**Allegation:** It is alleged that childcare staff members did not report suspected child abuse or neglect to the local public children's service agency immediately.

**Determination:** Substantiated

**Findings:** During the inspection, it was determined that the program failed to immediately notify their local public children's services agency of suspicions that a child had been abused or neglected. Provide staff training that outlines the mandated reporting law and the requirement to immediately report suspected abuse or neglect.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule. It must include:

1. A description of action taken to assure that all staff are knowledgeable of their responsibilities
2. A written statement including the printed and signed names of all current child care staff members that training was provided and they understand that any suspicion of abuse or neglect must be reported directly to the local public children's service agency.
3. A copy of the required parent notice. Rule 5101:2-12-03 requires that when a serious risk noncompliance is received a written or electronic notice of the serious risk is to be provided to all parents of enrolled children within 15 days. The notice must include the serious risk, the website link for early care and education programs, and the location of further information regarding the determination.

The written statement of staff training signed by all child care staff members and the required parent notice must be uploaded as one document in OCLQS within 5 days.

**Risk Level:** Serious

**Corrective Action Plan Due:** 12/21/2024

#### Domain:02 Safe & Sanitary Environment

Rule: 5101:2-12-13 Sanitary Equipment and Environment

Code: The program is required to follow the cleaning schedule for equipment.

**Allegation:** Multiple complainants alleged that areas of the program are unclean including: floors, tables, hallway, sinks, inside of the refrigerator, food carts

**Determination:** Substantiated

**Findings:** During the inspection, it was determined that the program was not providing a clean and healthy environment, furniture, materials and equipment as required by Appendix A, as noted in number(s) 11, 15,16,19,30 below:



1. Item(s) soiled with blood or bodily fluids were not cleaned/sanitized immediately.
2. Blankets/sheets were not cleaned weekly, when soiled, or before use by another child.
3. Children's individual blankets and belongings were stored in an unsanitary manner.
4. Bottles, bottle caps, nipples and other equipment used for bottle feeding were not cleaned and sanitized in a dishwasher or by washing, rinsing, and boiling for one minute.
5. Carpets were not vacuumed weekly or cleaned when soiled.
6. Changing table/pad was not sanitized after each use or cleaned when visibly soiled.
7. Reusable cloths were not being washed daily or when visibly soiled.
8. Cots/Pads/Mats were not cleaned and sanitized before assigning to a different child, when used by a sick child, when soiled or at least every three months.
9. Cribs were not cleaned and sanitized monthly, or when soiled, or before use by another child.
10. Diaper Receptables were not cleaned and sanitized daily or more frequently as needed to eliminate odor.
11. Dishes/Cups/Silverware were not cleaned and sanitized after each use and were left stacked in the kitchen.
12. Water Containers were not labeled with the child's name, or were not cleaned and sanitized before use again on another day.
13. Dividers were not cleaned when visibly soiled.
14. Dress up clothes and hats (dramatic play) were not cleaned monthly or when soiled.
15. Floors were not cleaned weekly or when soiled. Classrooms and hallway
16. The food prep area, including sinks, and food carts were not cleaned and were being used to serve food.
17. Potty chairs were not cleaned after each use, rinsed with water, cleaned and sanitized or contents were not emptied into a toilet.
18. Food tables, highchair trays were not cleaned before and after each use.
19. Tables used for play were not cleaned when visibly soiled or sanitized daily.
20. Toilet bowls were not cleaned when visibly soiled or sanitized weekly.
21. Toilet seat(s), handle(s) and hand washing sink(s) were not cleaned when visibly soiled or sanitized daily.
22. Mouthed toys were not cleaned and sanitized after each child's use.
23. Toys, other than those mouthed by children, were not cleaned monthly or when visibly soiled.
24. Washable furniture, including fabrics on infant equipment, were not cleaned weekly or when soiled.
25. Upholstered furniture was not steam cleaned when soiled.
26. Slip covers were not washed at least every six months or when soiled.
27. Wastebaskets/rinse buckets, including lids, were not being emptied daily or cleaned and sanitized when visibly soiled.
28. The manufacturer's directions for the cleaning product were not followed.
29. The solution used for sanitizing was not a commercial product registered by the United States Environmental Protection Agency as a sanitizer.
30. Other: inside of the refrigerator is not clean

Furniture, materials and equipment must be maintained according to the cleaning and sanitizing schedule in Appendix A to this rule. 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 required at this time.

Risk Level: Low

Corrective Action Plan Due: 01/15/2025

#### **Domain:02 Safe & Sanitary Environment**

Rule: 5101:2-12-12 Safe Equipment

Code: The program is required to use equipment, that is safe and hazard free, according to the manufacturer's guidelines.

Fans, air conditioners, heat pumps, and space heaters must be inaccessible to children. The program is required to refrain from using trampolines, ball pits and inflatable equipment intended for climbing and bouncing, including but not limited to slides and bounce houses.

**Allegation:** Complainant alleged that equipment and/or areas of the program are not kept in good repair including ceiling tiles have been broken, water leaking from the roof is leaking into the children's play area, and toilets in the boys and girl's restroom are inoperable and taped shut.

**Determination:** Substantiated

**Findings:** During the inspection, equipment was determined to be unsafe, hazardous to children, or in need of repair as noted in number(s) 18 below:

1. Manufacturer's guidelines for the [ ] were not followed in that [ ].
2. The straps were missing on the [ ].
3. The straps were attached, but were not used on the [ ].
4. The straps were attached and were used, but were not used in a safe manner.
5. The equipment had sharp points or corners.
6. The equipment had splinters.
7. The equipment had protruding nails.
8. The equipment had loose or rusty parts.
9. The equipment had paint which contains lead or other poisonous materials.
10. The equipment had hazardous features.
11. A fan was unstable and could easily tip over.
12. A fan had openings a finger could enter.
13. The pipes from the heat pump felt hot to the touch
14. A space heater felt hot to the touch
15. The position of a space heater was a tripping hazard
16. The air conditioning unit was not enclosed and was accessible to children on the playground.
17. A ball pit, trampoline, inflatable bounce house, inflatable slide, or inflatable equipment used for climbing and bouncing was used.
18. Other: ceiling tiles have been broken, water leaking from the roof is leaking into the children's play area, and toilets in the boys and girl's restroom are inoperable and taped shut.

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: 01/15/2025

#### **Domain:05 Health & Safety**

**Rule:** 5101:2-12-22 Safe Food Handling/Storage

**Code:** The program is required to store and serve food in a safe manner.

**Allegation:** Complainant alleged that food, including milk, was not stored safely and expired foods were not discarded.

**Determination:** Substantiated

**Findings:** During the inspection, it was determined that food was not stored in a safe manner as noted in number(s) 2 below:

1. The refrigerator did not maintain a temperature of 40 degrees Fahrenheit or below.
2. Milk was not refrigerated after being served and was observed on carts in classrooms 1 to 2 hours after lunch time.
3. Food was observed thawing on the counter.
4. Spoiled food was served to children.
5. Other [ ].

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 required at this time.

Risk Level: Low

Corrective Action Plan Due: 01/15/2025

**Domain:06 Program Information**

Rule: 5101:2-12-14 Transportation and Field Trip Procedures

Code: The program is required to have all adults and children on trips wear seat belts, or use child restraints if required by law. The program is required to have only one child in each seat belt and have all children under 12 years of age sit in the back seats of the vehicle. The program is required to have all children sitting in a seat on the vehicle with a seat belt, as opposed to standing or sitting on the floor.

Allegation: Complainant alleged that unsafe practices are used such as children allowed to be standing while the bus was moving and children were disruptive, and out of control on the bus.

Determination: Substantiated

Findings: During the inspection, it was determined the program did not follow regulations and/or safety precautions when children were transported as noted in number(s) 6 below:

1. Seat belts were not used by children.
2. Child restraint systems were not used.
3. Children were riding in seats that were not securely anchored.
4. More than one child was strapped in a seat belt.
5. A child under the age of twelve years old rode in the front seat of the vehicle.
6. At least one child or adult was standing or sitting on the floor in a moving vehicle, in that specialist observed children standing on the bus as it pulled into the parking lot.
7. Adult(s) in the vehicle failed to wear seat belt(s) Provide staff training.

Submit the program's corrective action plan, which includes assurance that these safety guidelines will be met when children are transported, and 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: 01/15/2025

**Domain:10 Written Policies & Procedures**

Rule: 5101:2-12-07 Written Program Policies and Procedures

Code: The program's policies and procedures cannot conflict with licensing rules.

Allegation: Complainant alleged that the program was not following it's transportation policies and children were late to school.

Determination: Substantiated

Findings: In review of the center's written policies, it was determined that information in number(s) 21 below was in conflict with 5104, of the Revised Code or Chapters 5101:2-12, 5101:2-16, or 5101:2-17 of the Administrative Code.



#### General Information

1. Program name, address, email address and telephone number.
2. Description of the program's program philosophy.
3. Days and hours of operation, scheduled closings and basic daily schedule.
4. Staff/child ratios and group size.
5. Opportunities for parent involvement in program activities.
6. Opportunities for parents to meet with teachers regarding their child.
7. Payment schedule, overtime charges and registration fees as applicable.
8. Supports for onsite breastfeeding or pumping for mothers who wish to do so (if the program serves infants or toddlers).

#### Program Policies and Procedures

9. Enrollment including required enrollment information.
10. Care of children without immunizations.
11. Attendance including procedures for arrival and departure, the program's absent day policy, releasing child to persons other than the parent, releasing a child according to a custody agreement and follow up when a child scheduled to arrive from another program or activity does not arrive.
12. Supervision of children, including a separate supervision policy for school-age children, if applicable.
13. Child guidance.
14. Suspension and expulsion.
15. Compliance with the Americans with Disabilities Act (ADA), including administering medication to children with disabilities and administering care procedures to children with disabilities.
16. Outdoor play, including limitations placed on outdoor play due to weather or safety issues (considerations may include but are not limited to temperature, humidity, wind chill, ozone levels, pollen count, lightning, rain or ice.)
17. Food and dietary policy, including, information regarding meeting one-third of the child's recommended daily dietary allowance, policy regarding formula, breast milk, meals and snacks, and a policy on providing supplemental food.
18. Management of illness including isolation precautions, symptoms for discharge and return and notification of parent of ill child.
19. Summary of procedures taken in the event of an emergency, serious illness or injury.
20. Administration of medication and topical products including medical foods, modified diets and whether school age children are permitted to carry their own medication and ointments.
21. Transportation for fieldtrips, routine trips (if applicable) and emergencies, including if the center will provide child care services to children whose parents refuse to grant consent for transportation to the source of emergency treatment. Program policies were not followed and children were arriving late to school.
22. Water activities/swimming.
23. Infant care, if applicable, including feeding, frequency of diaper checks and information about daily activities.
24. Sleeping, Napping and Resting.
25. Evening and overnight care, if applicable.
26. Policy on hours of operation including closing due to weather, school delays or closings and any other factors.
27. Situations that may require disenrollment of a child, if applicable.
28. Problem or issue resolution for parents or employees to follow when needing assistance in resolving problems related to the child care program.
29. Formal screenings and assessments on enrolled children and if the program reports child level data to ODJFS pursuant to 5101:2-17-02 of the Administrative Code.
30. Other [ ].

Submit the program's corrective action plan, which includes a copy of the revised policy, to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 01/15/2025

**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:00 License & Approvals**

Rule: 5101:2-12-03 Inspection Requirements

Code: The program staff is required to provide true and accurate information.

Findings: During the inspection, it was determined that the program provided false information, in that childcare staff members provided misleading and untruthful responses to DCY staff. The rule requires the program to provide accurate and truthful information to the Department. 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: 01/15/2025

**Domain:01 Ratio & Supervision**



Rule: 5101:2-12-18 Attendance Records

Code: The program is required to have a method for tracking the children in each group. The tracking method must be updated throughout the day and kept with the group at all times.

Findings: During the inspection, it was determined that the method for tracking children in each group did not meet the requirements of the rule as noted in number(s) 5 below:

1. There was no method in place;
2. The method did not include each child's name;
3. The method did not include each child's date of birth;
4. The tracking method did not remain with the group at all times;
5. The tracking method was not updated throughout the day as children entered or left the group.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 01/15/2025

#### **Domain:02 Safe & Sanitary Environment**

Rule: 5101:2-12-12 Safe Environment

Code: The program is required to provide an environment that protects the children in care from any items and conditions that may threaten their health, safety, and well-being.

Findings: During the inspection, it was determined that children were not protected from item(s) or condition(s) which may threaten their health, safety, or well-being as noted in number(s) 1 below:

1. Surge protectors/outlets did not have childproof receptacle covers and/or were broken.
2. Open pull cords that are not closed loop.
3. Toys or other items small enough to be swallowed were present in the space where infants and/or toddlers were in care.
4. Electrical/extension cords attached to an object that would not likely result in a severe injury if pulled.
5. Stacked chairs.
6. Employee(s) purse(s).
7. Diaper bags.
8. Television not securely anchored.
9. Small or lightweight pieces of shelving units are not securely anchored to the wall.
10. Smoke detector needing batteries replaced.
11. An area rug did not have a nonskid backing.
12. An area rug presented a tripping hazard.
13. A floor surface that was unsafe in that [ ].
14. No platform was provided for the sink or toilet in the [ ] classroom.
15. The platform provided for the sink or toilet in the [ ] classroom was not sturdy.
16. The platform provided for the sink or toilet in the [ ] classroom posed a safety hazard in that [ ].
17. Telephone cords.
18. Staff member stepped over a barrier/gate while holding a child.
19. Emergency exits were blocked by the following classroom furniture: [ ].
20. A mercury thermometer was being used to take a child's temperature.
21. Methods of ventilation used did not provide protection from rodents, insects, or other hazards.
22. Other [ ].

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: 01/15/2025

**Domain:02 Safe & Sanitary Environment**

Rule: 5101:2-12-12 Safe Environment

Code: The program is required to provide an environment that protects the children in care from any items and conditions that may threaten their health, safety, and well-being.

Findings: Children in care shall be protected from any items and conditions which threaten their health, safety, and well-being. During the inspection, it was determined that at least one area of the program or at least one piece of equipment had chipping or peeling paint. and/or holes in the walls. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 01/15/2025

**Domain:02 Safe & Sanitary Environment**

Rule: 5101:2-12-13 Sanitary Equipment and Environment

Code: The program is required to provide a clean restroom with the appropriate materials available.

Findings: During the inspection, it was determined that unsanitary conditions, as noted in number(s) 6 below, were in the school age restroom:

1. There was no liquid soap.
2. There was no toilet paper.
3. There were no paper towels.
4. The toilet cleaning brush was accessible to the children.
5. The plunger was accessible to the children.
6. The toilet(s) were not flushed.
7. The trash was not emptied from the day before.
8. There was a strong urine odor.
9. Other [ ].

The restroom(s) must be kept sanitary at all times. 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 required at this time.

Corrective Action Plan Due: 01/15/2025

**Domain:03 Postings & Equipment**

Rule: 5101:2-12-17 Materials and Equipment

Code: The program is required to have enough equipment for all children in care.

Findings: During the inspection, it was determined that equipment and materials in the following categories were not provided in sufficient quantities for children in the school age classroom, as required: 11.



1. Art supplies (excludes infants)
2. Manipulative materials and equipment
3. Blocks
4. Science-nature equipment (excludes infants)
5. Language arts and auditory materials and equipment
6. Pretend or dramatic play materials
7. Music equipment
8. Transportation materials and equipment
9. Gross motor equipment
10. Sensory motor equipment
11. School age children were not provided sufficient equipment and materials in at least five of the first nine categories above.

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 required at this time. Please e-mail photographs of the materials that have been added to the school age classroom to [Shelly.Williams@childrenandyouth.ohio.gov](mailto:Shelly.Williams@childrenandyouth.ohio.gov) as part of the corrective action plan.

Corrective Action Plan Due: 01/15/2025