



## 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 KinderCare	Program Number 2220026150	Program Type Child Care Center
Address 6400 Patricia Blvd Goshen OH 45122		County CLERMONT

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) KIM SUERMANN	Inspection Day 06/29/2023	Begin Time 1:30 PM	End Time 2:40 PM

Summary of Findings				
No. Rules Verified 7	No. Rules with Non-compliances 5	No. Serious Risk 0	No. Moderate Risk 1	No. Low Risk 4

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
Tod/DPS Combined	18 months to < 30 months	1 to 13	Toddler/DPS combined
Infant	0 to < 12 months	1 to 5	
PS/PK	3 years to < 4 years	1 to 11	
Schoolage	School-Age to < 11 years	1 to 17	



**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: 5101:2-12-18 Ratio

Code: The program is required to maintain the appropriate staff to child ratio for each group served.

Allegation: The program does not maintain the required staff:child ratios.

Determination: Substantiated

Findings: During the inspection, a ratio of 1 child care staff member(s) for 13 children was determined to have occurred for the combined Toddler & DPS group when the situation in number(s) 15 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 - the Tod/DPS combined group 1:13 was off there cots during naptime with only one staff present in the room.

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: 08/09/2023

**Domain:01 Ratio & Supervision**

Rule: 5101:2-12-19 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.

Allegation: Children were not protected from an unsafe situation.



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 as noted in number(s) 4 below:

1. Verbal argument involving adults;
2. Staff member(s) allow child(ren) to do something unsafe;
3. Staff member(s) doing something unsafe;
4. Other - Children were not protected from a child known to aggressively bite.

While the program did not protect the child(ren) from an unsafe 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: 08/09/2023

#### **Domain:01 Ratio & Supervision**

Rule: 5101:2-12-19 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 including responding to the child's basic needs and protecting them from harm.

Allegation: There is inadequate supervision in the classrooms.

Determination: Substantiated

Findings: During the inspection, it was determined that children were not being properly supervised as noted in number(s) 5 below:

1. Child(ren) were not within both sight and hearing of a child care staff member during indoor play.
2. Child(ren) were not within both sight and hearing of a child care staff member during outdoor play.
3. Child(ren) were not within both sight and hearing of a child care staff member more than once.
4. Staff were not physically present in the space and near enough to respond and reach the child(ren) immediately.
5. Other: Staff members have been observed inadequately supervising children during the morning drop-off time due to the use of cell phones.

Children must be supervised according to rule and within both 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.

Risk Level: Low

Corrective Action Plan Due: 08/09/2023

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

Rule: 5101:2-12-12 Safe Environment

Code: The program is required to provide nonskid rugs and correct any floor hazard that may be unsafe.



Allegation: The program is unsafe, in that, there are tripping hazards throughout the program.

Determination: Substantiated

Findings: During the inspection, it was determined that the program had a floor surface that was unsafe, in that, equipment was laying on the floor in multiple classrooms that presented tripping hazards. A walking surface that is not hazardous to children must be maintained at the program. Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. Please send a written response for this rule noncompliance.

Risk Level: Low

Corrective Action Plan Due: 08/09/2023

**Domain:02 Safe & Sanitary Environment**

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

Code: The program is required to provide a clean and healthy environment.

Allegation: The program is unsanitary.

Determination: Substantiated

Findings: During the inspection, it was determined that the following unsanitary conditions were at the program: walls, trash cans, floors and equipment. A clean and healthy environment, including furniture, materials and equipment must be provided, and the program shall be cleaned daily. Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. please send a written response for this rule noncompliance.

Risk Level: Low

Corrective Action Plan Due: 08/09/2023

**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**

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**Low Risk Non-Compliances**

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

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