

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 Generations Matter Early Learning Center	Program Number 2220026226	Program Type Child Care Center
Address 2300 Hubbard Road Madison OH 44057	County LAKE	

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 05/28/2026	Begin Time 10:00 AM	End Time 1:45 PM	Reviewer: Sara Davis

Summary of Findings			
No. Requirements Verified 5	No. Requirements with Non-compliances 3		No. Requirements Compliant 2
No. Serious Risk 0	No. Moderate Risk Findings 0	No. Other Non-compliance Findings 3	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	Age Group/Range	Ratio Observed	Compliance	Comment
KinderPrep	4 years to < 5 years	1 to 9		10am - arrival
Young Infants	0 to < 12 months	2 to 7		10am - arrival
Older Infants	12 months to < 18 months	2 to 5		11am - outside
Toddlers	18 months to < 30 months	2 to 6		10am - arrival
Preschool 1	3 years to < 4 years	1 to 9		10am - arrival

Preschool 2	3 years to < 4 years	2 to 17		10am - arrival
School Age	School-Age to < 11 years	0 to 0		10am - not in session

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: 5180:2-12-19 Child Guidance and Behavior Management

Code: The program staff shall use developmentally appropriate techniques when managing children's behavior.

Corporal punishment is prohibited, as well as any cruel, harsh, unusual or extreme techniques.

Allegation: A child care staff member used an inappropriate technique when managing unacceptable behavior in children.

Determination: Substantiated

Findings: During the inspection, it was determined that a child care staff member used a discipline technique to guide or discipline child(ren) that was not developmentally appropriate, consistent, or occurred at the time of the incident. 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: 06/28/2026

Domain: 01 Ratio & Supervision

Rule: 5180:2-12-19 Supervision

Code: The program staff is required to meet each child's basic, developmental, behavioral and special needs.

Allegation: A childcare staff member did not meet the basic needs of a child.

Determination: Substantiated

Findings: During the inspection, it was determined that child-care staff did not meet the basic needs of a child as noted in number(s) 1,3,9,11 below:

1. Assisting children with toileting
2. Assisting children with handwashing
3. Assisting children with basic hygiene
4. Responding appropriately to a child in distress
5. Assisting a child wiping his/her nose
6. Washing a child's face
7. Assisting a child in tying his/her shoes
8. Assisting a child in changing his/her clothes when needed
9. A child's developmental needs were not met
10. A child's behavioral needs were not met
11. Parental preferences, that were not in conflict with a licensing rule, were not followed

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: 06/28/2026

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Domain: 01 Ratio & Supervision

Rule: 5180:2-12-20 Cots and Napping

Code: The program is required to provide a quiet activity for children who do not fall asleep after an appropriate length of time.

Allegation: Children who do not fall asleep after a length of time were not provided with an opportunity to engage in a quiet activity.

Determination: Substantiated

Findings: During the inspection, it was determined that at least one child who had not fallen asleep after an appropriate length of time was not provided with an opportunity to engage in quiet activities. 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: 06/28/2026

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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