Ohio Department of Children & Youth

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 Primrose School at Polaris	Program Number 2220026237	Program Type Child Care Center
Address 561 Westar Blvd Westerville OH 43082		County FRANKLIN

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 09/18/2026	Begin Time 9:30 AM	End Time 10:35 AM	Reviewer: Andrea Clark

Summary of Findings			
No. Requirements Verified 3	No. Requirements with Non-compliances 2		No. Requirements Compliant 1
No. Serious Risk 1	No. Moderate Risk Findings 0	No. Other Non-compliance Findings 1	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Pre-K	4 years to < 5 years	1 to 13		Arrival ratio @ 9:30. (includes children from TK)
Early Preschool	18 months to < 30 months	2 to 11		Arrival ratio @ 9:30.
Preschool Pathways	18 months to < 30 months	2 to 9		Arrival ratio @ 9:30.
Infant 1	0 to < 12 months	2 to 4		Arrival ratio @ 9:30.
Infant 2	0 to < 12 months	2 to 9		Arrival ratio @ 9:30.

Young Toddler	0 to < 12 months	2 to 8		Arrival ratio @ 9:30.
Toddlers	12 months to < 18 months	1 to 6		Arrival ratio @ 9:30.
Preschool 1	3 years to < 4 years	2 to 15		Arrival ratio @ 9:30.
Preschool 2		0 to 0		Room not open at 9:30.
Explorers/ TK		0 to 0		Room not open @ 9:30.

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
Code: The program staff shall use developmentally appropriate techniques when managing children's behavior and shall not abuse, endanger or neglect children.

Allegation: An employee or childcare staff member abused, endangered, or neglected a child while in the care of the program.

Determination: Substantiated

Findings: During the inspection, it was determined by PCSA that a child-care staff member had abused, endangered, or neglected a child. Child care staff members, administrators, and owners must always use appropriate guidance and management methods with children and ensure that children are safe at all times. The individual needs to be released from employment immediately.

Rule 5180:2-12-03 requires the program to notify parents when a serious risk non-compliance is cited. The notification must inform parents of the serious risk non-compliance and include the Department of Children and Youth website and location of further information regarding the determination. Submit the program's corrective action plan, which includes a statement that the individual is no longer employed and a copy of the written parent notification, to the Department to verify compliance with the requirements of this rule.

Risk Level: Serious

Corrective Action Plan Due: 10/28/2026

Ohio Department of Children & Youth

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.

Domain: **07 Diapering & Infant Care**

Rule: 5180:2-12-23 Infant Daily Care

Requirement: The program staff is required to hold infants or have the infant sitting up while feeding. The program staff may not place an infant in a crib with a bottle.

Finding: During the inspection, it was determined that the program did not meet the requirements for bottle feeding.
The following was observed: An infant was not held or fed sitting up for bottle feedings.

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: 11/22/2026