



Family Child Care 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 Heroes in Training	Program Number 2220026869	Program Type FCC - Type A Home
Address 1926 Airport Hwy Toledo OH 43609		County LUCAS

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Kimberly Dada	Inspection Day 12/08/2023	Begin Time 2:58 PM	End Time 3:32 PM

Summary of Findings				
No. Rules Verified 2	No. Rules with Non-compliances 2	No. Serious Risk 1	No. Moderate Risk 0	No. Low Risk 1

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
one		1 to 0	



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: 5101:2-13-19 Child Guidance

Code: The provider is required to use appropriate behavior management techniques.

Allegation: It is alleged the provider uses corporal punishment. It is alleged the provider uses harsh and unusual techniques for discipline.

Determination: Substantiated

Findings: During the inspection, it was determined that the provider had used inappropriate techniques when managing unacceptable behavior with children, in that the following number 1,2,8, 11 was prohibited:

1. Utilize cruel, harsh, unusual, or extreme techniques;
2. Utilize any form of corporal punishment;
3. Delegate children to manage or discipline other children;
4. Use physical restraints on a child;
5. Restrain children by any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control;
6. Place children in a locked room or confine children in any enclosed area;
7. Confine children to equipment such as cribs or highchairs;
8. Humiliate, threaten or frighten children;
9. Subject children to profane language or verbal abuse;
10. Make derogatory or sarcastic remarks about children or their families;
11. Punish children for failure to sleep;
12. Withhold any food (including snacks and treats), rest or toilet use;
13. Punish an entire group of children due to the unacceptable behavior of one or a few;
14. Isolate and restrict children from all activities for an extended period of time;
15. Use prone restraints on a child.

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

Risk Level: Serious

Corrective Action Plan Due: 12/16/2023

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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



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Moderate Risk Non-Compliances

No Additional Moderate Risk Non-Compliances were observed during this inspection

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Low Risk Non-Compliances

Domain: 09 Children's Files

Rule: 5101:2-13-15 Child Records Retention and Confidentiality

Code: The program is required to keep children's records on file for one year.

Findings: During the inspection, it was determined child records, noted in number(s) 1, 3 below, had not been kept on file at the program for twelve months from the date the form was signed or updated:

1. Child medical statement
2. JFS 01217 "Request for Administration for Medication for Child Care"
3. JFS 01234 "Child Enrollment and Health Information"
4. JFS 01236 "Medical/Physical Care Plan for Child Care"
5. Written permission from parents for topical products and lotions, special diets for cultural or religious reasons or non-cow milk substitutions
6. Written permission from physicians for medical foods or modified diets

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

Corrective Action Plan Due: 01/10/2024



Department of Education
Department of Job and Family Services