

## 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 Joyful Noise Family Center	Program Number 2230027846	Program Type Child Care Center
Address 188 Morgan Drive Lucasville OH 45648		County SCIOTO

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) JO ELLEN MORTON- CONRAD	Inspection Day 04/11/2025	Begin Time 4:00 PM	End Time 5:00 PM
Summary of Findings			
No. Rules Verified 3	No. Rules with Non-compliances 2	No. Serious Risk 1	No. Moderate Risk 1
		No. Low Risk 0	

Staff-Child Ratios at the Time of Inspection			
Group	Age Group/Range	Ratio Observed	Comment
SA	School-Age to < 11 years	1 to 7	
toddler	18 months to < 30 months	1 to 4	
older todd	18 months to < 30 months	1 to 3	2's
PS	3 years to < 4 years	1 to 8	

### 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: 5180:2-12-18 Ratio

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

**Allegation:** It was alleged the center is out of ratio in the early morning or late afternoon.

**Determination:** Substantiated

**Findings:** During the inspection, a ratio of 1 child care staff member(s) for 18 children was determined to have occurred for the mixed group when the situation in number(s) 4 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 [ ].

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: 06/16/2025

#### Domain:01 Ratio & Supervision

Rule: 5180:2-12-19 Child Guidance

Code: The program staff, including the owner and administrator, 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:** It is alleged that a staff member is pinching, pulling hair, and dragging a child.

Determination: Substantiated

Findings: During the inspection, it was determined that the owner/administrator had used inappropriate techniques when managing unacceptable behavior in children, in that the prohibited technique(s) in number(s) 1 below were used:

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 eat or sleep or for toileting accidents.
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.

Child-care staff members and other employees must always use appropriate guidance and management methods with children. Provide staff training.

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 training was provided to all employees, owners, and administrators 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: 05/22/2025

### 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**

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