



## 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<br>I Heart Learning CDC            | Program Number<br>2230028400 | Program Type<br>FCC - Type A Home |
| Address<br>1857 Colonnade Rd Cleveland OH 44112 |                              | County<br>CUYAHOGA                |

| Inspection Information    |                              |                          |                                  |
|---------------------------|------------------------------|--------------------------|----------------------------------|
| Inspection Type Complaint |                              | Inspection Scope Partial | Inspection Notice<br>Unannounced |
| Reviewer(s) Renee Darling | Inspection Day<br>04/25/2024 | Begin Time 10:00 AM      | End Time 12:00 PM                |

| Summary of Findings     |                                     |                       |                        |                   |
|-------------------------|-------------------------------------|-----------------------|------------------------|-------------------|
| No. Rules Verified<br>3 | No. Rules with Non-compliances<br>1 | No. Serious Risk<br>0 | No. Moderate Risk<br>0 | No. Low Risk<br>1 |

| Staff-Child Ratios at the Time of Inspection |                 |                |         |
|--|-----------------|----------------|---------|
| Group  | Age Group/Range | Ratio Observed | Comment |
| Melissa Price                                |                 | 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: 10 Written Policies & Procedures

Rule: 5101:2-13 Written Policies and Procedures

Code: The program is required to have policies and procedures for all items listed in this rule.

Allegation: Alleged that provider is not allowing parents to remove children from care when they arrive to pick them up.

Determination: Substantiated

Findings: On the day of the inspection, the program's written policies and procedures provided to the parents/guardians and employees was missing item number 11 below:

#### General Information

1. Name, address, email address and telephone number.
2. Description of the provider's program philosophy.
3. Days and hours of operation, scheduled closings and basic daily schedule.
4. Staff/child ratios and group size.
5. Opportunities for parent involvement in activities.
6. Opportunities for parents to meet with the provider regarding their child.
7. Payment schedule, overtime charges and registration fees if applicable.
8. Programs shall have a policy in place describing supports for onsite breastfeeding or pumping for mothers who wish to do so (if the program serves infants or toddlers).

#### Provider Policies and Procedures

9. Enrollment including required enrollment information.
10. Care of children without immunizations.
11. Attendance including procedures for arrival and departure, the program's absent day policy, releasing child to persons other than the parent, releasing a child according to a custody agreement and follow up when a child scheduled to arrive from another program or activity does not arrive.
12. Supervision of children, including a separate supervision policy for school-age children, if applicable.
13. Child guidance.
14. Suspension and expulsion.
15. Ensure compliance with the Americans and Disabilities (ADA) including administering medication to children with disabilities and administering care procedures for children with disabilities.
16. Outdoor play, including limitations placed on outdoor play due to weather or safety issues (considerations may include but are not limited to temperature, humidity, wind chill, ozone levels, pollen count, lightning, rain or ice).
17. Food and dietary policy, including information regarding meeting one-third of the child's recommended daily dietary allowance, policy regarding formula, breast milk, meals, and snacks and policy on providing supplemental food.
18. Management of illness including isolation precautions, symptoms for discharge and return, notification of parent of ill child and whether or not the provider will care for sick children.
19. Summary of procedures taken in the event of an emergency, serious illness or injury.
20. Administration of medication and topical products policy, medical foods, modified diets, and whether school age children are permitted to carry their own medical and ointments.
21. Transportation policy for field trips, routine walks, if applicable, and emergencies including if the provider will provide child care services to children whose parents refuse to grant consent for transportation to the source of emergency treatment.
22. Water activities/swimming.
23. Infant care, if applicable, including feeding, frequency of diaper checks, and information about daily activities.
24. Sleeping, napping and resting.



- 25. Evening and overnight care, if applicable.
- 26. Policy on hours of operation, closing due to weather, school delays or closings and any other factors.
- 27. Use of a substitute child care staff member or child care staff member pursuant to 5101:2-13-08 of the Administrative Code for sick days, vacations or other time off.
- 28. Situations that may require disenrollment of a child, if applicable.
- 29. Problem or issue resolution for parents or employees to follow when needing assistance in resolving problems related to the family child care home.
- 30. Formal screenings and assessments conducted on enrolled children and if the program reports child level data to ODJFS pursuant to Chapter 5101:2-17 of the Administrative Code.

Correct the violation and submit the program's corrective action plan to verify compliance with the requirement of the rule.

Risk Level: Low

Corrective Action Plan Due: 06/08/2024

**Summary of Additional Non-Compliances**

**Serious Risk Non-Compliances**

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

[Greyed out area]

[Empty area]

**Moderate Risk Non-Compliances**

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

[Greyed out area]

[Empty area]



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**Low Risk Non-Compliances**

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

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