

## 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<br>Family Matters Learning Center LLC    | Program Number<br>2230028822 | Program Type<br>Child Care Center |
| Address<br>34 Triangle Circle Dr. Cincinnati OH 45246 |                              | County<br>HAMILTON                |

| Inspection Information        |                                     |                             |                                  |
|-------------------------------|-------------------------------------|-----------------------------|----------------------------------|
| Inspection Type<br>Complaint  |                                     | Inspection Scope<br>Partial | Inspection Notice<br>Unannounced |
| Reviewer(s) Beverly McGlasson | Inspection Day<br>04/17/2025        | Begin Time<br>1:00 PM       | End Time<br>2:00 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>1           |
|                               |                                     | No. Low Risk<br>0           |                                  |

| Staff-Child Ratios at the Time of Inspection |                          |                |  |
|--|--------------------------|----------------|--|
| Group  | Age Group/Range          | Ratio Observed | Comment  |
| Infant                                       | 0 to < 12 months         | 1 to 4         |  |
| Toddler                                      | 18 months to < 30 months | 1 to 10        | This ratio was taken at nap time, it includes children from the preschool group. |

### 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.*

**No Complaints were observed during this inspection.**

### Summary of Additional Non-Compliances

#### Serious Risk Non-Compliances

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

#### Moderate Risk Non-Compliances

##### Domain:07 Diapering & Infant Care

Rule: 5180:2-12-20 Cribs

Code: The program is required to place infants in cribs while sleeping.

Findings: During the inspection, it was determined that the equipment in number 8 below had been used for sleeping infants and did not allow the infant to sleep on a firm mattress:

1. Mesh cribs;
2. Play pens;

3. Bassinets;
4. Cots;
5. Car seats;
6. Infant swing;
7. The floor;
8. Infant seats; Bouncy Chairs
9. An infant placed in a car seat in a crib;
10. Other [ ].

Infants must be provided with a crib, which meets requirements specified in this rule, for resting and sleeping. Provide staff training. Submit the program's corrective action plan, which includes a statement that staff training was provided, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 05/21/2025

#### **Low Risk Non-Compliances**

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