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 of Galena	Program Number 2230028918	Program Type Child Care Center
Address 1811 South Galena Road Galena OH 43021		County DELAWARE

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 10/08/2026	Begin Time 2:20 PM	End Time 3:20 PM	Reviewer: AMY HILLARD

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

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Pathways	30 months to < 36 months	1 to 4		2:30PM
Early Preschool	18 months to < 30 months	2 to 12		2:30PM
Preschool 1	3 years to < 4 years	2 to 20		2:30PM
PreK 1	4 years to < 5 years	2 to 12		2:30PM
Infant 1	0 to < 12 months	2 to 5		2:30PM

Infant 2	0 to < 12 months	2 to 11		2:30PM
Older infants	12 months to < 18 months	2 to 10		2:30PM
Toddlers	18 months to < 30 months	2 to 10		2:30PM
PreK 2	4 years to < 5 years	1 to 7		2:30PM
Basketball Group	3 years to < 4 years	1 to 9		2:30PM

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 Supervision
Code: The program staff are not permitted to leave children unattended.

Allegation: The complainant alleged that a child was outside the building unattended

Determination: Substantiated

Findings: During the inspection, it was determined that children were not supervised while outside the program. The following was observed: During the investigation it was determined that a child in the older infant classroom was able to open the door and leave the classroom going into the gated sidewalk area outside the building unattended. The teachers in the classroom did not see the child leave or know the child was gone. The child was found by another staff member returning from her break and returned to the child to the classroom. It is unclear exactly how long the child was outside unattended, but staff believe it was in the 3 to 5 minute range. The program did self-reported the incident to DCY and contacted the child's parents to make them aware.

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 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: 10/14/2026

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.

No other non-compliances were observed during this inspection