Ohio 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 Caring Heart's Childcare	Program Number 2240029532	Program Type Child Care Center
Address 8991 Ohio River RdSuite 1 Wheelersburg OH 45694		County SCIOTO

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date	Begin Time	End Time	Reviewer:

Summary of Findings			
No. Requirements Verified 8	No. Requirements with Non-compliances 6		No. Requirements Compliant
No. Serious Risk 1	No. Moderate Risk Findings 2	No. Other Non-compliance Findings 3	No. Technical Assistance Provided

Staff-Child Ratios at the Time of Inspection

Group	Age Group/Range	Ratio Observed	Compliance	Comment
Preschool/Schoolage	3 years to < 4 years	3 to 19		~9:25. Day 2
Preschool/Schoolage	3 years to < 4 years	2 to 11		~9:50. Day 1
Infants	0 to < 12 months	1 to 1		~9:50. Day 1
Toddlers	18 months to < 30 months	1 to 4		~9:50. Day 1

Infant/Toddler	0 to < 12 months	1 to 11		~9:25. Day 2. Out of ratio.

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.

No Allegations were substantiated during this inspection.

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 was alleged that prohibited child guidance techniques were used at the program.

Determination: Substantiated

Findings: The allegation is substantiated in that, during the inspection, it was determined that the owner had used prohibited techniques as means to control or discipline children.

The following prohibited technique(s) were determined to have occurred: corporal punishment used by owner.

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.

Corrective Action Plan Due: 07/20/2026

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Domain: 05 Health & Safety

Rule: 5180:2-12-16 Incident/Injury Reporting Code: The program is required to complete the DCY 01299 "Incident/Injury Report" for injuries and incidents at the program, provide a copy to the person who picks the child up on the day of the incident, and retain a copy of the form onsite at the program for one year.

Allegation: It was alleged that incident/injury reporting requirements were not met as required by rule.

Determination: Substantiated

Findings: The allegation is substantiated in that, in review of the records, it was determined the program did not meet the requirements for completing a DCY 01299 "Incident/Injury Report".

The following was observed:
*The parent or person picking up the child did not receive the DCY 01299 on the day of the incident for all injuries.
*The complete summary of the incident was incomplete on the DCY 01299 on the day of the incident.
• The accurate summary of the incident was incomplete on the DCY 01299.

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

Corrective Action Plan Due: 08/14/2026

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Domain: 08 Staff Files

Rule: 5180:2-12-09 Background Check Requirements Code: The program is required to have all staff request background checks as required and receive a DCY 01176 or preliminary approval from DCY prior to allowing an individual to engage in assigned duties or be near children.

Allegation: It was alleged that the program was not meeting background check requirements as required by rule.

Determination: Substantiated

Findings: The allegation is substantiated in that, in review of the staff records, it was determined that background checks did not meet the requirements of the rule for the person(s) listed on the Employee Record Chart.

The following was determined: at least one child care staff member had worked without a DCY 01176 background check approval on file.

Submit the program's corrective action plan, which includes a copy of the DCY 01176, or a copy of the preliminary approval or a statement that the individual(s) are no longer engaged in assigned duties and are not near children until the preliminary approval has been received, to the Department to verify compliance with the requirements of this rule.

Ohio Department of Children & Youth

Corrective Action Plan Due: 08/14/2026

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Domain: 10 Written Policies & Procedures

Rule: 5180:2-12-07 Written Program Policies and Procedures Code: The program administrator is required to maintain and implement the parent handbook.

Allegation: It was alleged that the program did not implement policies listed in the parent handbook.

Determination: Substantiated

Findings: The allegation is substantiated in that, during the inspection, it was determined the administrator did not implement the policies and procedures detailed in Appendix B of this rule as well as the program's policies regarding contacting parents when injuries occur.

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

Corrective Action Plan Due: 08/14/2026

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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 a great risk of harm to a child and is observable and/or based on facts.

Domain: 01 Ratio & Supervision

Rule: 5180:2-12-18 Ratio

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

Finding: During the inspection, required staff/child ratios were not maintained, as noted below:

The ratio determined for the combined infant/toddler group was 1 Child Care Staff Member(s) for 11 children when 1 of 2 child care staff members left the group to answer the door.

Additional 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.

Corrective Action Plan Due: 08/14/2026

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