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 ABC Me Grow 2	Program Number 2250032983	Program Type Child Care Center
Address 7260 Lakeshore Boulevard Mentor OH 44060		County LAKE

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 09/29/2026	Begin Time 3:00 PM	End Time 3:45 PM	Reviewer: Jennifer Bartlebaugh

Summary of Findings			
No. Requirements Verified 4	No. Requirements with Non-compliances 3		No. Requirements Compliant 1
No. Serious Risk 0	No. Moderate Risk Findings 2	No. Other Non-compliance Findings 1	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Toddler	Mixed Age Group	0 to 0		Arrival Ratio-3:00PM Toddlers & Preschool Combined for Nap
Infant	12 months to < 18 months	1 to 4		Arrival Ratio-3:00PM
Preschool	Mixed Age Group	1 to 11		Arrival Ratio-3:00PM

				Toddlers & Preschool Combined for Nap
School-age	School-Age to < 11 years	1 to 2		Arrival Ratio-3:00PM

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 Child Guidance
Code: The program staff 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: The alleged rule violation was child care staff members used prohibited techniques as a means to control and discipline children.

Determination: Substantiated

Findings: During the inspection, it was determined that a child care staff member had used prohibited techniques as a means to control or discipline children.
The following prohibited technique was observed: Child was placed facing the corner.
Child-care staff members and other employees must always use appropriate guidance and management methods with children. 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: 11/08/2026

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.

Domain: **01 Ratio & Supervision**
Rule: 5180:2-12-19 Supervision
Requirement: The program staff is required to supervise children in their assigned group by sight and hearing. Supervision includes being near enough to respond and reach children immediately and protecting them from harm.
Finding: During the inspection, it was determined that children were left unattended while inside the program.

The following was observed:
When the licensing specialist arrived at the center, the specialist observed a child left unattended in the administrator office standing in the corner with their face to the wall. The administrator stated she asked the teacher to monitor the child and her class while she was calling the parent to pick the child up.

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: 11/08/2026

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.
Domain: **01 Ratio & Supervision**
Rule: 5180:2-12-18 Attendance Records
Requirement: The program is required to have a method for tracking the children in each group. The tracking method must be updated throughout the day and kept with the group at all times.

Finding: During the inspection, it was determined that the method for tracking children in each group did not meet the requirements of the rule.

The following was observed: Tracking method did not remain with the group at all times.
Licensing specialist asked the infant teacher for attendance to verify ratio with count and teacher was unable to pull electronic version on her phone and did not have a paper copy. Teacher had to ask another teacher in the other room to pull up electronically.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 11/08/2026