Department of Children & Youth

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 SMALL STEPS - BIG STRIDES CHILD CARE	Program Number 000000100242	Program Type Child Care Center
Address 4530 KENT ROAD STOW OH 44224		County SUMMIT

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) BETH RAGLE	Inspection Day 03/06/2025	Begin Time 1:00 PM	End Time 3:00 PM
Reviewer(s) BETH RAGLE	Inspection Day 03/17/2025	Begin Time 10:00 AM	End Time 12:25 PM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
3	3	1	0	2

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Green Room 1 Day 1	3 years to < 4 years	2 to 4	Nap
Green Room 2 Day 1	3 years to < 4 years	2 to 6	Nap
Yellow Room Day 1	30 months to < 36 months	1 to 13	Nap
Red Room Day 1	3 years to < 4 years	2 to 15	Nap
Purple Room Day 1	3 years to < 4 years	2 to 16	Nap
Blue Room Day 1	4 years to < 5 years	1 to 13	Non-nappers; table toys
Infant Room Day 1	0 to < 12 months	3 to 7	Infant activities
Toddler Room Day 1	18 months to < 30 months	1 to 5	Nap
Green Room 1 Day 2	3 years to < 4 years	2 to 11	Gym
Green Room 2 Day 2	3 years to < 4 years	2 to 11	Story time
Yellow Room Day 2	30 months to < 36 months	2 to 9	Centers
Red Room Day 2	3 years to < 4 years	3 to 14	Snack
Purple Room Day 2	3 years to < 4 years	3 to 18	Snack
Infants Day 2	0 to < 12 months	3 to 10	Infant activities
Toddlers Day 2	18 months to < 30 months	2 to 6	Play time

Department of Children & Youth

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:01 Ratio & Supervision

Rule: 5180:2-12-19 Child Guidance
Code: The program staff shall use developmentally appropriate techniques when managing children's behavior and shall not abuse, endanger or neglect children.

Allegation: A child care staff member used prohibited discipline techniques of forcing a child onto a cot and lying across the child to restrain the child there.

Determination: Substantiated

Findings: During the inspection, it was determined that a child-care staff member had abused, endangered, or neglected a child. Child care staff members, administrators, and owners must always use appropriate guidance and management methods with children and ensure that children are safe at all times. The individual needs to be released from employment immediately.

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 the individual is no longer employed 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: 05/10/2025

Domain:01 Ratio & Supervision

Rule: 5180:2-12-19 Supervision
Code: The program staff is required to protect or remove a child from a situation and/or person that are determined to be unsafe or inappropriate.

Allegation: A child care staff member uses threatening language.

Determination: Substantiated

Findings: During the inspection, it was determined a child care staff member did not protect or remove children from a situation and/or person determined to be inappropriate as noted in number 4 below:

1. Verbal argument involving adults.
2. Staff member allowed children to do something unsafe.
3. Staff member did something unsafe.
4. Children were exposed to inappropriate language by a staff member.
5. Other.

While the program did not protect the children from an unsafe or inappropriate situation and/or person, it was determined the situation would not or did not result in a serious incident or injury to a child. All program employees must take actions to

protect children in care. 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: Low

Corrective Action Plan Due: 06/04/2025

Domain:01 Ratio & Supervision

Rule: 5180:2-12-19 Supervision
Code: 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 including responding to the child's basic needs and protecting them from harm.

Allegation: A child care staff member is inadequately supervising the classroom.

Determination: Substantiated

Findings: During the inspection, it was determined that children were not being properly supervised as noted in numbers 1, 5 below:

1. Children were not within both sight and hearing of a child care staff member during nap.
2. Children were not within both sight and hearing of a child care staff member during outdoor play.
3. Children were not within both sight and hearing of a child care staff member more than once.
4. Staff were not physically present in the space and near enough to respond and reach the children immediately.
5. Other: Children were not properly supervised in that a child care staff member focused her attention on one child for several minutes on several occasions, and did not react to the actions of other children in the classroom during nap.

Children must be supervised according to rule and within both sight and hearing of a child care staff member at all times. 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: Low

Corrective Action Plan Due: 06/04/2025

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

Department of Children & Youth

Moderate Risk Non-Compliances

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

Low Risk Non-Compliances

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