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 WESTMINSTER YMCA CHILD CARE	Program Number 000000104237	Program Type Child Care Center
Address 1250 W EXCHANGE ST AKRON OH 44313		County SUMMIT

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 08/06/2026	Begin Time 11:40 AM	End Time 1:10 PM	Reviewer: MICHELE FAKAN
Inspection Date 09/24/2026	Begin Time 10:10 AM	End Time 2:10 PM	Reviewer: MICHELE FAKAN

Summary of Findings			
No. Requirements Verified 11	No. Requirements with Non-compliances 7		No. Requirements Compliant 4
No. Serious Risk 0	No. Moderate Risk Findings 3	No. Other Non-compliance Findings 4	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
school age	School-Age to < 11 years	2 to 22		ratio observed on attendance records. children were on a field trip and attendance record was left at program.
school age	School-Age to < 11 years	0 to 0		day 2 ratio

				no school age in attendance at time of inspection.
preschoo	3 years to < 4 years	1 to 6		ratio 11:50 am
Infant	0 to < 12 months	1 to 4		12:10 pm
Infant	0 to < 12 months	2 to 6		ratio day 2
toddler 1	18 months to < 30 months	1 to 5		ratio 11:50 am
toddler 1	18 months to < 30 months	1 to 6		day 2
toddler 2	30 months to < 36 months	1 to 5		ratio 11:50 am
toddler 2	30 months to < 36 months	1 to 3		day 2 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.

Domain: 01 Ratio & Supervision

Rule: 5180:2-12-18 Ratio
Code: The program is required to maintain the appropriate staff to child ratio for each group served.

Allegation: Classrooms were out of ratio on more than one occasion.

Determination: Substantiated

Findings: During the inspection, required staff/child ratios were not maintained for the same group and different groups on multiple occasions, as noted below:

During the onsite investigation and interviews it was determined that ratio was out of compliance for the same group as well as different groups on multiple occasions when there was insufficient staff.

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.

Risk Level: Moderate

Corrective Action Plan Due: 10/28/2026

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 and protecting them from harm.

Allegation: A child walked away from the group and went to another room alone.

Determination: Substantiated

Findings: During the inspection, it was determined that children were left unattended while inside the program.

The following allegation was substantiated based upon information obtained during staff interviews. A child walked away from the group and teacher was unaware.

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: 10/28/2026

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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: Children are not being supervised appropriately, to include the following situations: children were climbing on tables and falling off, children were eating inedible objects, and teacher was on phone and not supervising children.

Determination: Substantiated

Findings: During the inspection, it was determined that children were not being properly supervised.

The following was substantiated based upon information received during interviews and onsite observations: Children are not being supervised appropriately, to include the following situations which occurred: children were able to climb on tables, children put inedible objects in their mouths without intervention from staff, and teacher was on their phone and not supervising 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.

Corrective Action Plan Due: 10/28/2026

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Domain: 08 Staff Files

Rule: 5180:2-12-08 Staff TB Screening Requirements Code: The program is required to have every employee provide evidence of tuberculosis (TB) screening prior to the first day of employment.

Allegation: Not all employees have verification of the TB screening being complete or on file as required.

Determination: Substantiated

Findings: In review of the staff records, it was determined that the tuberculosis (TB) screening for childcare staff members, did not meet the requirement as there was no documentation available onsite during the inspection.

The following was observed: Verification of TB screening for all employees was not on file nor submitted on the day of the onsite inspection. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/28/2026

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Domain: 08 Staff Files

Rule: 5180:2-12-08 Orientation Training & Whistle Blower Protection Code: The program is required to have staff complete the online staff orientation training.

Allegation: A CCSM did not have verification of orientation training on file before being left alone with children.

Determination: Substantiated

Findings: In review of the staff records, it was determined that child care staff member(s) did not meet the requirements for completing the online orientation training.

Upon review of documentation and observation during the inspection, it was determined that a staff person was left alone with children prior to completing the staff orientation training.

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

Corrective Action Plan Due: 10/28/2026

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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.

Department of Children & Youth

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: **02 Safe & Sanitary Environment**
Rule: 5180:2-12-12 Safe Environment
Requirement: The program is required to provide an environment that protects the children in care from any items and conditions that may threaten their health, safety, and well-being.
Finding: "Children in care shall be protected from any items and conditions which threaten their health, safety, and well-being. During the inspection, it was determined the program did not protect children from an unsafe item, condition or equipment.

The following was observed: ceiling tiles were missing or improperly installed.

Any hazardous equipment must be removed, replaced, or repaired and any hazardous condition must be corrected and must be made inaccessible to children. Provide staff training. Submit the program's corrective action plan, which includes a statement that the item or condition has been removed and a statement that training was provided, to the Department to verify compliance with the requirements of this rule.
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Corrective Action Plan Due: 10/28/2026

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.
Domain: **08 Staff Files**
Rule: 5180:2-12-07 Administrator Responsibilities/Requirements
Requirement: The program administrator is required to maintain current employee records in the Ohio Professional Registry.

Finding: During the inspection, it was determined employment records in the Ohio Professional Registry (OPR) were not created or maintained.
The following was observed:
• At least one administrator, employee or childcare staff member had not updated changes to positions or roles within ten calendar days of the change.
• At least one individual's schedule was not current.
• At least one individual's position or role did not include an applicable group assignment.
• At least one individual's employment had not been end dated

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 10/28/2026