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 KINDERCARE LEARNING CENTER	Program Number 000000104967	Program Type Child Care Center
Address 2572 GLENWOOD DRIVE TWINSBURG OH 44087		County SUMMIT

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) TONYA WASHINGTON	Inspection Day 5/8/2026 12:00 PM	Begin Time 12:00 PM	End Time 2:40 PM

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

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
INFANT	0 to < 12 months	1 to 7	OUT OF RATIO
TODDLER	18 months to < 30 months	2 to 11	LUNCH/NAP
PRESCHOOL	3 years to < 4 years	1 to 11	LUNCH/ NAP
PRE K	4 years to < 5 years	2 to 22	LUNCH/NAP

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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:

Rule:
Code:

Allegation:

Determination:

Findings:

Risk Level:

Corrective Action Plan Due:

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

Domain:

Rule:
Code:

Findings:

Corrective Action Plan Due:

Moderate Risk Non-Compliances

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.

Findings: During the complaint investigation, a ratio of 1child care staff member for 7 children was determined to have occurred for the infant group when the situation in number 1 below occurred:

1. A child care staff member stepped out of the room and ran back into the room once my presence was known.
2. A child care staff member had not arrived at work on time.

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3. Children were present who were not scheduled to be there.
4. A child care staff member was unable to work.
5. A child was injured in that group.
6. A child arrived in the group before a second staff member was scheduled to arrive with the group.
7. Two groups were combined, and the program did not follow the ratio for the youngest child in the group.
8. A child was transitioning to the next older age group, and the program did not follow the ratio for the youngest child in the group.
9. Ratio was doubled for more than two hours while children were napping.
10. Ratio was doubled while children were napping for a group that included at least one infant.
11. Ratio was doubled while children were napping and there were not enough staff members in the building to meet staff/child ratio.
12. Ratio was doubled in the school age group to allow access to the program, however, the program does not serve only school age children.
13. Both child care staff members did not have a working communication device when one staff member left the group to allow access to the school age only program.
14. The child care staff member did not return to the group after allowing access to the school age only program.
15. Other [ ].

Additional child care 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: 07/10/2026

Domain:07 Diapering & Infant Care

Rule: 5180:2-12-20 Cribs
Code: The program staff is required to remove any items listed in rule that are a potential suffocation risk from cribs.

Findings: During the complaint investigation, it was determined that a child had been placed in a crib with an object that created a potential strangulation or suffocation risk, as indicated in number 11 below:

1. Bib
2. Pacifier clip/ribbon
3. Teething jewelry
4. Blanket for infant under twelve months old
5. Pillow
6. Boppie
7. Bumper pad
8. Clothing stored in the crib
9. Diaper bag
10. Object or toy strung over the crib in which a child can pull himself up
11. Stuffed animal/toy attached to the lanyard of a pacifier.
12. Other [ ]

The rule prohibits any item which obstructs child-care staff's visibility or poses a risk of strangulation or suffocation from being placed on or in a crib. Remove the items immediately. 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: 07/10/2026

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Low Risk Non-Compliances

Domain:

Rule:
Code:

Findings:

Corrective Action Plan Due: