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 GREATER EXPECTATIONS LEARNING CENTER	Program Number 000000200220	Program Type Child Care Center
Address 1150 W GALBRAITH ROAD CINCINNATI OH 45231		County HAMILTON

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) KIM SUERMANN	Inspection Day 12/03/2024	Begin Time 2:35 PM	End Time 3:30 PM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
4	4	1	1	2

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Pre K	4 years to < 5 years	1 to 15	
Preschool	3 years to < 4 years	2 to 14	
Infant	0 to < 12 months	3 to 6	
Infant 2	12 months to < 18 months	1 to 4	
Toddler	18 months to < 30 months	1 to 5	
Older Toddler	30 months to < 36 months	1 to 4	
School age 1	School-Age to < 11 years	2 to 8	
School age 2	School-Age to < 11 years	2 to 5	

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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: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 and keep children safe from a potential serious incident or injury.

Allegation: A child was not protected from an unsafe situation, causing serious injury.

Determination: Substantiated

Findings: During the inspection, it was determined that a child care staff, did not protect or remove a child from a situation and/or person determined to be unsafe, which resulted in a serious incident or injury to a child, as noted in number(s) 4 below:

1. Aggressive argument involving adults;
2. Staff member(s) did not follow emergency exiting procedures;
3. Staff member(s) allowed child(ren) to do something unsafe;
4. Staff member(s) did something unsafe; The staff member did not turn around to see what was happening when the child was screaming from being bitten multiple times by the same child.
5. Other -

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: Serious

Corrective Action Plan Due: 01/08/2025

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

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Moderate Risk Non-Compliances

Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 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.

Findings: During the inspection, it was determined that a Child Care Staff Member had used the inappropriate techniques in number(s) 1 below when managing unacceptable behavior in children:

1. Utilize cruel, harsh, unusual, or extreme techniques; a staff member was observed grabbing a child by their arm and pulling them to the ground.
2. Utilize any form of corporal punishment;
3. Delegate children to manage or discipline other children;
4. Use physical restraints on a child;
5. Restrain a child by prone restraint or any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control;
6. Place children in a locked room or confine children in any enclosed area;
7. Confine children to equipment such as cribs or highchairs;
8. Humiliate, threaten or frighten children;
9. Subject children to profane language or verbal abuse;
10. Make derogatory or sarcastic remarks about children or their families;
11. Punish children for failure to eat or sleep or for toileting accidents;
12. Withhold any food (including snacks and treats), rest or toilet use;
13. Punish an entire group of children due to the unacceptable behavior of one or a few;
14. Isolate and restrict children from all activities for an extended period of time.

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.

Corrective Action Plan Due: 02/02/2025

Low Risk Non-Compliances

Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision
Code: The program staff is required to meet each child's basic, developmental, behavioral and special needs.

Findings: During the inspection, it was determined that child-care staff did not meet the basic needs of a child as noted in number(s) 4 below:

1. Assisting children with toileting
2. Assisting children with handwashing
3. Assisting children with basic hygiene

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4. Responding appropriately to a child in distress
5. Assisting a child wiping his/her nose
6. Washing a child's face
7. Assisting a child in tying his/her shoes
8. Assisting a child in changing his/her clothes when needed
9. A child's developmental needs were not met
10. A child's behavioral needs were not met
11. Parental preferences, that were not in conflict with a licensing rule, were not followed

Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. Please send a written response for this rule noncompliance.

Corrective Action Plan Due: 02/02/2025

Domain:07 Diapering & Infant Care

Rule: 5101:2-12-23 Diapering and Toilet Training
Code: The program staff is required to refrain from leaving a child unattended on the diaper changing station.

Findings: During the inspection, it was determined that a Child Care Staff Member left a child unattended on the changing station to get a diapering supply. 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: 02/02/2025