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 NEW HORIZONS CHILD CARE CENTER	Program Number 000000205378	Program Type Child Care Center
Address 3212 WOODBURN AVENUE CINCINNATI OH 45207		County HAMILTON

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 09/30/2026	Begin Time 12:55 PM	End Time 2:05 PM	Reviewer: Steffani Roberts

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

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Preschool 1 and Preschool 2	3 years to < 4 years	1 to 9		@ 1:05 pm
Toddlers	18 months to < 30 months	2 to 10		@ 1:05 pm
Infants	0 to < 12 months	2 to 5		@ 1:05 pm
School Age	School-Age to < 11 years	0 to 0		@ 1:05 pm at School

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 Supervision
Code:

Allegation: A child was not protected which resulted in a serious injury.

Determination: Unable to be determined

Findings: Based upon the investigation, the alleged rule violation was unable to be determined due to observations and interviews.

Risk Level:

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: Children were left unattended without staff members maintaining situational awareness during naptime when a staff member stepped away from the group and into another part of the classroom that was divided by a high wall.

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: 10/31/2026

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.
No other non-compliances were observed during this inspection