Department of Children & Youth

# Licensing Inspection Full 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<br>THE HEIGHTS LEARNING CENTER | Program Number<br>000000300057 | Program Type<br>Child Care Center |
| Address<br>499 TREBISKY RD RICHMOND HTS<br>OH<br>44143 | | County<br>CUYAHOGA |

| Inspection Information | | | |
|---|---|---|---|
| Inspection Type<br>Annual | Inspection Scope<br>Full | Inspection Method<br>On-site Inspection | Inspection Notice<br>Unannounced |
| Inspection Date<br>09/29/2026 | Begin Time<br>10:30 AM | End Time<br>12:57 PM | Reviewer:<br>RENADA FITCH |

| Summary of Findings | | | |
|---|---|---|---|
| No. Requirements Verified<br>67 | No. Requirements with Non-compliances<br>9 | | No. Requirements Compliant<br>51 |
| No. Serious Risk<br>0 | No. Moderate Risk Findings<br>0 | No. Other Non-compliance Findings<br>9 | No. Technical Assistance Provided<br>3 |

| License Capacity and Enrollment at the Time of Inspection | | | | |
|---|---|---|---|---|
| Age Group | License Capacity | Enrollment | | |
| | Totals | Full Time | Part Time | Total |
| Infant ( Birth to < 18 m) | | 4 | 0 | 4 |
| Young Toddler | | 1 | 0 | 1 |
| **Total Under 2 ½ Years** | 23 | 5 | 0 | 5 |
| Older Toddler | | 1 | 0 | 1 |
| Preschool | | 9 | 0 | 9 |
| School Age | | 0 | 0 | 0 |
| **Total Capacity/Enrollment** | 87 | 10 | 0 | 15 |

| Staff-Child Ratios at the Time of Inspection | | | | |
|---|---|---|---|---|
| **Group** | **Age Group/Range** | **Ratio Observed** | **Compliance** | **Comment** |
| Infants | 0 to < 12 months | 1 to 3 | In Compliance | 11:20 am |
| Infants | 0 to < 12 months | 1 to 3 | In Compliance | 12:45 pm |
| PS | 30 months to < 36 months | 1 to 8 | In Compliance | 10:30 am |
| PS | 30 months to < 36 months | 2 to 8 | In Compliance | 12:45 pm |

## 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 a great risk of harm to a child and is observable and/or based on facts.

**No moderate risk non-compliances were observed during this inspection**

Department of Children & Youth

## Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.

**Domain**: **00 License & Approvals**

Rule: 5180:2-12-02 Current Information

Requirement: The rule requires the program to keep their information current in the Ohio statewide licensing system.

Finding: During the inspection, it was determined that information was not up to date in the Ohio statewide licensing system.

The following information was not current: hours of operation.

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

Corrective Action Plan Due: 10/29/2026

**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 including responding to the child's basic needs and protecting them from harm.

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

The following was observed: supervision was inadequate during outdoor play.

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: 10/29/2026

**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: During the inspection, it was determined that children were not protected from item(s) or condition(s) which may threaten their health, safety, or well-being.

The following was observed: drywall in disrepair.

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: 10/29/2026

**Domain**: **02 Safe & Sanitary Environment**

Rule: 5180:2-12-13 Sanitary Equipment and Environment

Requirement: The program is required to follow the cleaning schedule for equipment.

Finding: During the inspection, it was determined that the environment, furniture, materials, and/or equipment were not kept in a sanitary condition at all times.

The following was observed: cribs that were unclean.

The center shall be cleaned daily. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/29/2026

**Domain**: **02 Safe & Sanitary Environment**

Rule: 5180:2-12-12 Safe Equipment

Requirement: The program is required to use equipment, that is safe and hazard free, according to the manufacturer's guidelines. Fans, air conditioners, heat pumps, and space heaters must be inaccessible to children. The program is

required to refrain from using trampolines, ball pits and inflatable equipment intended for climbing and bouncing, including but not limited to slides and bounce houses.

Finding: During the inspection, equipment was determined to be unsafe, hazardous to children, or in need of repair.

The following was observed: the straps on the diaper changing table were not changed when changing a child.

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

Corrective Action Plan Due: 10/29/2026

**Domain**: **04 Indoor/Outdoor Space**

Rule: 5180:2-12-11 Outdoor Play Fall Zones

Requirement: The program is required to provide fall zones around equipment to prevent injury if a child were to fall.

Finding: During the inspection, it was determined the fall zone under and around equipment designated for climbing, swinging, balancing and sliding did not meet the requirements.

The following was observed: fall surface needed to be redistributed.

The program is required to provide adequate fall zones under and around outdoor play equipment at all times. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/29/2026

**Domain**: **07 Diapering & Infant Care**

Rule: 5180:2-12-20 Cribs - Safe Environment and Practices

Requirement: The program is required to provide cribs with mattresses in good condition and sheets that are not too large or too small for the crib.

Finding: During the inspection, it was determined that sheets, mattresses and/or mattress covers did not meet the rule requirement.

The following was observed: crib sheets were too big.

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

Corrective Action Plan Due: 10/29/2026

**Domain**: **09 Children's Files**

Rule: 5180:2-12-25 2026 Medication Documentation

Requirement: The program is required to use the appropriate form and retain current documentation to administer medications, medical foods and topical products. The program is also required to obtain separate documentation for each medication/product and child.

Finding:  During the inspection, it was determined the program did not meet the requirements for administering medication to a child.

The following was observed: the program did not have permission on file to administer some topical products.

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

Corrective Action Plan Due: 10/29/2026

**Domain**: **10 Written Policies & Procedures**

Rule: 5180:2-12-16 Emergency Preparedness and Response Plan

Requirement: The program is required to train child care staff members and employees on the EPRP annually and keep written documentation of the training on-site.

Finding:  During the inspection, it was determined the program’s emergency preparedness and response plan (EPRP) did not meet the requirement for training child care staff members and employees on the plan annually.

The following was observed: staff were not trained annually on the Emergency Preparedness Response Plan.

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

Corrective Action Plan Due: 10/29/2026

## Technical Assistance Provided

This section documents technical assistance provided to the program when the program demonstrated an overall level of compliance with a rule requirement.

**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.

Findings: During the inspection, it was determined employment records are missing or incomplete in the OPR as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

**Domain: 08 Staff Files**

Rule: 5180:2-12-10 Health Training Requirements

Requirement: The program is required to have all child care staff members complete training in child abuse and neglect recognition and prevention within sixty days of hire. Staff must complete training in first aid and CPR within the first ninety days of hire.

Findings: During the inspection, it was determined staff have not completed health and safety training(s) as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

**Domain: 10 Written Policies & Procedures**

Rule: 5180:2-12-07 Written Program Policies and Procedures

Requirement: The program's policies and procedures are required to include all topics outlined in rule.

Findings: During the inspection, it was determined the program's policies and procedures handbook does not contain all items as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

## In Compliance/Not Verified/Previously Verified/Not Applicable

This section documents rule requirements that were assessed as fully compliant, previously verified, not verified during this inspection or not applicable to the program.

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-18 License Capacity | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|

| | |
|---|---|
| 5180:2-12-02 License Visible | Compliant |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-03 Inspection Requirements | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-04 Building Department Inspection | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| Rule: 5180:2-12-04 Fire Inspection | Compliant | Documenting Statement: Please Note: Documentation of a fire inspection without any uncorrected violations must be secured for the program. Secure a new fire inspection by 9/6/27. |
| Rule: 5180:2-12-04 Fire Inspection | Compliant | Documenting Statement: Although the program had documentation of a current fire inspection without any uncorrected violations at the time of the licensing inspection, the program did not have the fire inspection completed within 12 months from the date of the last fire inspection without any uncorrected violations. Please ensure that fire inspections are completed in accordance with the rule requirements. |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-04 Food Service Requirements | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-05 Denial, Revocation and Suspension | Not Applicable | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-07 Administrator Qualifications | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|

| | | |
|---|---|---|
| 5180:2-12-08 Child Care Staff Member Educational Requirements | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-08 Orientation Training & Whistle Blower Protection | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-09 Background Check Requirements | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-10 Professional Development Requirements | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-11 Indoor Space Requirements | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-11 Outdoor Space Requirements | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-11 Outdoor Play Equipment | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-13 Handwashing Requirements | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-13 Smoke Free Environment | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-14 Transportation and Field Trip Procedures | Not Applicable | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-14 Transportation - Driver Requirements | Not Applicable | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-14 Transportation - Vehicle Requirements | Not Applicable | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-16 First Aid/Standard Precautions | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-16 Management of Communicable Disease | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-16 Incident/Injury Reporting | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-15 Child Health Care Plans | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-17 Daily Schedule | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-17 Materials and Equipment | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-17 Daily Outdoor Play | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-18 Ratio | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-18 Group Size | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| Rule: 5180:2-12-18 Attendance Records | Compliant | Documenting Statement: Child Care Staff Members were observed recording the |

| | | |
|---|---|---|
| | | attendance for each child upon arrival and documenting each child's departure. |
| Rule: 5180:2-12-18 Attendance Records | Compliant | Documenting Statement: During the inspection, attendance records were reviewed. Child Care Staff Members were viewed recording the attendance for each child upon arrival and departure. All attendance records met the requirements of the rule and were kept with the group at all times. |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-19 Child Guidance | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-22 Meal Preparation and Nutritional Requirements | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-21 Evening and Overnight Care | Not Applicable | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-23 Infant Bottle and Food Preparation | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-22 Fluid Milk Requirements | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-23 Infant Daily Care | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-22 Safe Food Handling/Storage | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-24 Swimming and Water Safety Requirements | Not Applicable | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-16 Emergency Postings | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-16 Emergency Drills | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-21 Mobile Preschools | Not Applicable | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-08 Staff Immunization Records | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-02 Amendments to the License | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-20 Cots and Napping - Practices | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-15 Child Immunization Records | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-15 Child Enrollment Records | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-15 Child Record Requirements | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-08 Staff TB Screening Requirements | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-20 Cots and Napping - Equipment and Environment | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-20 Cribs - Placement | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-22 Specialized Diets | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-23 Diapering and Toilet Training - Practices | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-23 2026 Diapering and Toilet Training - Supplies | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-25 2026 Medication Administration Practices | Compliant | |

| Rule | Status | Documenting Statement(s), If applicable |
|---|---|---|
| 5180:2-12-25 2026 Medication Storage | Compliant | |