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 CHILDTIME LEARNING CENTERS	Program Number 000000300845	Program Type Child Care Center
Address 28787 LORAIN RD NORTH OLMSTED OH 44070		County CUYAHOGA

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date	Begin Time	End Time	Reviewer:

Summary of Findings			
No. Requirements Verified 4	No. Requirements with Non-compliances 2		No. Requirements Compliant
No. Serious Risk 0	No. Moderate Risk Findings 1	No. Other Non-compliance Findings 2	No. Technical Assistance Provided

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
School age	School-Age to < 11 years	1 to 7		930am
Twos	18 months to < 30 months	2 to 12		930am- Outside
Twos	30 months to < 36 months	1 to 4		930am- Restroom Break
Infant 2		0 to 0		Combined with Toddlers
Pre-K	3 years to < 4 years	1 to 10		930am

Preschool 1	30 months to < 36 months	2 to 16		PS1/PS2 combined-930am
Preschool 2		0 to 0		Combined with PS1
Toddlers	12 months to < 18 months	2 to 8		930am-Toddlers/Infants 2 combined outside
Infant 1	0 to < 12 months	1 to 4		930am-Outside
Infant 1	0 to < 12 months	1 to 3		930am

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.

No Allegations were substantiated during this inspection.

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.

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 as noted in number(s) 3 below:

1. Child(ren) were left unattended once.
2. Child(ren) were left unattended more than once.
3. Child(ren) left the group and were unattended. (Toddler)
4. Child care staff were using a baby monitor to supervise children.
5. Child care staff were using a walkie talkie to supervise children.
6. Child care staff were using mirrors to view children in another room.

7. Child care staff were using a video camera instead of physically being present in the room.

8. Other [ ].

Children must be supervised and within sight and hearing of a child care staff member at all times. 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: 07/12/2026

Other Non-Compliances

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

Domain: **01 Ratio & Supervision**

Rule: 5180:2-12-19 Supervision

Requirement: The program staff is required to protect or remove a child from a situation and/or person that are determined to be unsafe or inappropriate.

Finding: During the inspection, it was determined the administrator, child care staff, and/or employees of the program did not protect or remove children from a situation and/or person determined to be unsafe or inappropriate as noted in number(s) 5 below:

1. Verbal argument involving adults.

2. Staff member(s) allowed child(ren) to do something unsafe.

3. Staff member(s) did something unsafe.

4. Children were exposed to inappropriate [language; conversation; behavior; video; music; DVD] by a [staff member/child/parent].

5. Other- Children were exposed to inappropriate and not developmentally appropriate statements made by a staff member.

While the program did not protect the child(ren) from an unsafe or inappropriate situation and/or person, it was determined the situation would not or did not result in a serious incident or injury to a child. 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.

Corrective Action Plan Due: 07/12/2026