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 The Nest Schools Strongsville	Program Number 000000303584	Program Type Child Care Center
Address 14780 PEARL RD STRONGSVILLE OH 44136		County CUYAHOGA

Inspection Information			
Inspection Type Annual	Inspection Scope Full	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 08/17/2026	Begin Time 9:00 AM	End Time 2:11 PM	Reviewer: Jennifer Bartlebaugh

Summary of Findings			
No. Requirements Verified 67	No. Requirements with Non-compliances 3		No. Requirements Compliant 58
No. Serious Risk 0	No. Moderate Risk Findings 1	No. Other Non-compliance Findings 3	No. Technical Assistance Provided 4

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)		14	0	14
Young Toddler		9	0	9
Total Under 2 ½ Years	86	23	0	23
Older Toddler		35	0	35
Preschool		42	0	42
School Age		0	0	0
Total Capacity/Enrollment	237	77	0	100

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Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Cardinals B	18 months to < 30 months	1 to 6	In Compliance	Arrival Ratio- 9:00AM
Cardinals B	18 months to < 30 months	0 to 0	In Compliance	Nap Ratio- 12:30PM Cardinal A & B combined for nap
Hummingbird B	0 to < 12 months	2 to 10	In Compliance	Arrival Ratio- 9:00AM
Hummingbird B	0 to < 12 months	2 to 12	In Compliance	Nap Ratio- 12:30PM
Ducklings A	12 months to < 18 months	1 to 6	In Compliance	Arrival Ratio- 9:00AM
Ducklings A	12 months to < 18 months	0 to 0	In Compliance	Nap Ratio- 12:30PM Duckling A & B Combined
Ducklings B	18 months to < 30 months	2 to 7	In Compliance	Arrival Ratio- 9:00AM
Ducklings B	Mixed Age Group	2 to 12	In Compliance	Nap Ratio- 12:30PM Duckling A & B combined for nap.
Cardinals A	30 months to < 36 months	1 to 6	In Compliance	Arrival Ratio- 9:00AM
Cardinals A	Mixed Age Group	2 to 12	In Compliance	Nap Raio- 12:30PM Cardinal A & Cardinal B combined for nap.
Penguins	3 years to < 4 years	1 to 11	In Compliance	Arrival Ratio- 9:00AM
Penguins	3 years to < 4 years	1 to 11	In Compliance	Nap Ratio- 12:30PM
Cardinals C	30 months to < 36 months	1 to 6	In Compliance	Arrival Ratio- 9:00AM
Cardinals C	30 months to < 36 months	1 to 7	In Compliance	Nap Ratio- 12:30PM

Parrots/ Pelicans	Mixed Age Group	1 to 11	In Compliance	Arrival Ratio- 9:00AM Preschool & School-age Combined
Parrots/ Pelicans	4 years to < 5 years	1 to 11	In Compliance	Second Ratio- 1:30 PM- Open Center
Robins A	3 years to < 4 years	1 to 7	In Compliance	Arrival Ratio- 9:00AM
Robins A	3 years to < 4 years	1 to 7	In Compliance	Nap Ratio- 12:30PM

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: **08 Staff Files**

Rule: 5180:2-12-09 Background Check Requirements

Requirement: The program is required to have all staff request background checks as required and receive a DCY 01176 or preliminary approval from DCY prior to allowing an individual to engage in assigned duties or be near children.

Finding: In review of the staff records, it was determined that background checks did not meet the requirements of the rule for the person(s) listed on the Employee Record Chart.

The following was observed: Background checks were not updated every five years for one employee.

Submit the program's corrective action plan, which includes a copy of the DCY 01176, or a copy of the preliminary approval or a statement that the individual(s) are no longer engaged in assigned duties and are not near children until the preliminary approval has been received, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 09/16/2026

Other Non-Compliances

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

Domain: **02 Safe & Sanitary Environment**

Rule: 5180:2-12-12 Safe Environment

Requirement: The program is required to store chemicals and cleaning and sanitizing supplies in a place that is inaccessible to children. Cleaning agents, aerosol cans and chemical substances must be stored in their original container or clearly labeled. School-age children may use cleaning supplies and equipment with adult supervision.

Finding: During the inspection, a potentially hazardous substance, which was determined to not present a serious risk to a child, was not used or stored properly

The following was observed: Swifter style mop with liquid cleaner accessible in the bathroom (Duckling B joining bathroom)

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

Corrective Action Plan Due: 09/16/2026

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: Children in care shall be protected from any items and conditions which threaten their health, safety, and well-being. During the inspection, it was determined that at least one area of the program or at least one piece of equipment had chipping or peeling paint. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Observed chipping paint on wall in Cardinal A classroom.

Corrective Action Plan Due: 09/16/2026

Domain: **10 Written Policies & Procedures**

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

Requirement: The program is required to have an emergency preparedness and response plan (EPRP).

Finding: During the inspection, it was determined the program's emergency preparedness and response plan (EPRP) did not meet the requirement or was missing the information.

The following was observed as missing:

-Medical or dental emergencies, including emergency transportation.

-Updating the plan on a yearly basis. (Plan was last updated 7/8/2025)

-Emergency numbers for medical, dental, and transport-related emergencies in addition to 9-1-1.

Make the necessary revisions to the EPRP. Submit the program's corrective action plan, which includes the revised information, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 09/16/2026

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.
Findings:Children in care shall be protected from any items and conditions which threaten their health, safety, and well-being. During the inspection, it was determined that at least one area of the program or at least one piece of equipment had chipping or peeling paint. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Observed chipping paint on wall in Cardinal A classroom.
Corrective Action Plan Due: 09/16/2026

Domain: **08 Staff Files**
Rule: 5180:2-12-09 Background Check Requirements
Requirement:The program is required to have all staff request background checks as required and receive a DCY 01176 or preliminary approval from DCY prior to allowing an individual to engage in assigned duties or be near children.
Findings:In review of the staff records, it was determined that background checks did not meet the requirements of the rule for the person(s) listed on the Employee Record Chart.

The following was observed: Background checks were not updated every five years for one employee.

Submit the program's corrective action plan, which includes a copy of the DCY 01176, or a copy of the preliminary approval or a statement that the individual(s) are no longer engaged in assigned duties and are not near children until the preliminary approval has been received, to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 09/16/2026

Domain: **10 Written Policies & Procedures**
Rule: 5180:2-12-16 Emergency Preparedness and Response Plan
Requirement:The program is required to have an emergency preparedness and response plan (EPRP).
Findings:During the inspection, it was determined the program's emergency preparedness and response plan (EPRP) did not meet the requirement or was missing the information.

The following was observed as missing:
-Medical or dental emergencies, including emergency transportation.
-Updating the plan on a yearly basis. (Plan was last updated 7/8/2025)
-Emergency numbers for medical, dental, and transport-related emergencies in addition to 9-1-1.

Make the necessary revisions to the EPRP. Submit the program's corrective action plan, which includes the revised information, to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 09/16/2026

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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: 02 Safe & Sanitary Environment

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

Requirement: The program is to ensure equipment, furnishings, and materials are constructed of materials to facilitate cleaning.

Findings: During the inspection, it was determined the program had equipment or materials or furnishings with material ripped, torn, or not easy to clean 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.

Pillow was torn and open in the Parrot/ Pelican room.

Domain: 05 Health & Safety

Rule: 5180:2-12-22 Safe Food Handling/Storage

Requirement: The program is required to provide utensils and dishes that are appropriate for the age group served.

Findings: During the inspection, it was determined the program did not provide appropriate utensils or dishes 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.

During lunch time the children had toasted cheese, tomato soup, peaches and milk. Observed soup in the bowl and the sandwich and peaches placed on a paper towel. The peach juice was going through the paper towel and then food was touching the table. TA to use bowl/plate when serving fruit with juices.

Domain: 09 Children's Files

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

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

Findings: During the inspection, it was determined the program did not ensure parent permission was secured for all topical products 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.

Supervision of children, including a separate supervision policy for school-age children, if applicable.

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
Rule: 5180:2-12-02 License Visible	Compliant	Documenting Statement: The license was in a location visible to parents as required.

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

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-04 Building Department Inspection	Compliant	Documenting Statement: A copy of the certificate of occupancy was available on-site for review.

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 10/9/2026.

Rule	Status	Documenting Statement(s), If applicable

Rule: 5180:2-12-04 Food Service Requirements	Compliant	Documenting Statement: The food service license was observed posted. Following is the audit number FSO-18-32103 (Level III) and date of expiration on March 1, 2027.

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

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-07 Administrator Qualifications	Compliant	Documenting Statement: The administrator has completed the rules review course on 02/12/2025.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-07 Administrator Responsibilities/Requirements	Compliant	Documenting Statement: The program had at least one Child Care Staff Member with currently valid training in First Aid, Management of Communicable Disease, CPR, and Child Abuse Prevention present and readily accessible during all hours of operation.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-08 Child Care Staff Member Educational Requirements	Compliant	Documenting Statement: All Child Care Staff Members had verification of educational requirements on file at the program.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-08 Orientation Training & Whistle Blower Protection	Compliant	Documenting Statement: On the day of the inspection, all child care staff members had met orientation training requirements.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-10 Health Training Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable

Rule: 5180:2-12-10 Professional Development Requirements	Compliant	Documenting Statement: At the time of the inspection, all child care staff members had completed the required amount of professional development training. New employees have 1 year to complete their 6 hours of training.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-11 Indoor Space Requirements	Compliant	Documenting Statement: The restrooms are used exclusively by the program.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-11 Outdoor Space Requirements	Compliant	Documenting Statement: Outdoor play was observed for the preschool group.
Rule: 5180:2-12-11 Outdoor Space Requirements	Compliant	Documenting Statement: The outdoor play area is separated from traffic and other hazards by a fence.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-11 Outdoor Play Equipment	Compliant	Documenting Statement: All equipment in the outdoor play space was observed to be anchored and stable.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-11 Outdoor Play Fall Zones	Compliant	Documenting Statement: The protective material used under outdoor equipment was artificial grass with cushioning.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-12 Safe Equipment	Compliant	Documenting Statement: Equipment was observed to be in good condition.
Rule: 5180:2-12-12 Safe Equipment	Compliant	Documenting Statement: During the inspection, the requirements of the rule regarding safe equipment were discussed.

Rule	Status	Documenting Statement(s), If applicable

Rule: 5180:2-12-13 Handwashing Requirements	Compliant	Documenting Statement: Staff and children were observed washing hands as required by the rule.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-13 Smoke Free Environment	Compliant	Documenting Statement: No smoking was allowed on the premises, and the notice stating that smoking is prohibited was observed posted in a conspicuous place.

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
Rule: 5180:2-12-16 First Aid/Standard Precautions	Compliant	Documenting Statement: During the inspection, the program had complete first aid kits available as required. Observed first aid kits for first and second floor.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-16 Management of Communicable Disease	Compliant	Documenting Statement: The DCY 08087 "Communicable Disease Chart" was posted and was readily available to staff and parents.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-16 Incident/Injury Reporting	Compliant	Documenting Statement: The JFS 01299 "Incident/Injury Report For Child Care" forms reviewed during this inspection were complete as required.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-15 Child Health Care Plans	Compliant	Documenting Statement: The program had current information on the medical status and the required treatment plan for the children with health conditions.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-17 Daily Schedule	Compliant	Documenting Statement: The following activities were observed: story, outdoor play, center time.
Rule: 5180:2-12-17 Daily Schedule	Compliant	Documenting Statement: Daily schedules were observed posted.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-17 Materials and Equipment	Compliant	Documenting Statement: Sufficient equipment was observed in all categories.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-17 Daily Outdoor Play	Compliant	Documenting Statement: Outdoor play was observed for the preschool group.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-18 Ratio	Compliant	Documenting Statement: The Appendix A "Staff/Child Ratios, Age Grouping and Maximum Group Size" was posted in a noticeable area at the program as required.
Rule: 5180:2-12-18 Ratio	Compliant	Documenting Statement: Staff/child ratios observed during the inspection were in compliance.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-18 Group Size	Compliant	Documenting Statement: The group sizes observed on the day of the inspection were in compliance.

Rule	Status	Documenting Statement(s), If applicable

5180:2-12-19 Supervision	Compliant

Rule	Status	Documenting Statement(s), If applicable
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
Rule: 5180:2-12-19 Child Guidance	Compliant	Documenting Statement: The program staff were observed using the positive child guidance techniques and practices in number(s) 2, 4, 5 below. 1. Setting clear limits. 2. Redirecting to an appropriate activity. 3. Showing positive alternatives. 4. Modeling the desired behavior. 5. Reinforcing appropriate behavior. 6. Encouraging children to control their own behavior, cooperate with others and solve problems by talking. 7. Separation from the situation (no more than one minute per each year of the child's age; not to be used with infants). Upon return to the activity, the reason for the separation and expected behavior were discussed with the child. 8. Holding a child for a short period of time, such as in a protective hug, so that the child may regain self-control.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-22 Meal Preparation and Nutritional Requirements	Compliant	Documenting Statement: The food offered at meal time to the infants was developmentally appropriate and did not pose a choking hazard.
Rule: 5180:2-12-22 Meal Preparation and Nutritional Requirements	Compliant	Documenting Statement: The program offered the following: Toasted cheese, tomato soup, peaches, nectarines, and milk.

Rule: 5180:2-12-22 Meal Preparation and Nutritional Requirements	Compliant	Documenting Statement: The menu was posted.

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

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-23 Infant Bottle and Food Preparation	Compliant	Documenting Statement: All bottles were labeled as required.
Rule: 5180:2-12-23 Infant Bottle and Food Preparation	Compliant	Documenting Statement: All bottles were warmed in accordance with the rule in a bottle warmer in classroom.
Rule: 5180:2-12-23 Infant Bottle and Food Preparation	Compliant	Documenting Statement: Bottles and opened food were stored in a refrigerator located in the classroom.

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

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-23 Infant Daily Care	Compliant	Documenting Statement: Appropriate daily written records for all infants were viewed and done electronically.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-24 Swimming and Water Safety Requirements	Compliant	Documenting Statement: The program staff indicated only wading pools and sprinklers were being used.

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

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-16 Emergency Drills	Compliant	Documenting Statement: Documentation for completed fire, weather, and

		emergency/lockdown drills was verified during this inspection.

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 Current Information	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
Rule: 5180:2-12-15 Child Immunization Records	Compliant	Documenting Statement: At the time of the inspection, 25% of the children's records were reviewed, and the immunization records were complete, as required by the rule.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-15 Child Enrollment Records	Compliant	Documenting Statement: At the time of the inspection, a system to ensure children's enrollment records were updated annually was being utilized.

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
Rule: 5180:2-12-20 Cots and Napping - Equipment and Environment	Compliant	Documenting Statement: The rest area had adequate lighting, which allowed for the visual supervision of children.
Rule: 5180:2-12-20 Cots and Napping - Equipment and Environment	Compliant	Documenting Statement: Cots were placed appropriately and safely during nap time.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-20 Cribs - Safe Environment and Practices	Compliant	Documenting Statement: Cribs were separated from the play space by a safe and sturdy and physical barrier.
Rule: 5180:2-12-20 Cribs - Safe Environment and Practices	Compliant	Documenting Statement: All cribs were labeled with the assigned infant's name.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-20 Cribs - Placement	Compliant	Documenting Statement: All cribs were placed 2 feet apart.

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

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-23 Diapering and Toilet Training - Practices	Compliant	Documenting Statement: Appropriate diaper changing procedures were observed during the inspection in the infant room.

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
Rule: 5180:2-12-25 2026 Medication Storage	Compliant	Documenting Statement: Medication was stored in a Ziploc bag with child's name and medication inside. Medication is kept in administrator office.