Ohio 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 KINDERCARE LEARNING CENTER #000032	Program Number 000000304461	Program Type Child Care Center
Address 679-H ALPHA DRIVE HIGHLAND HTS OH 44143		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 4		No. Requirements Compliant
No. Serious Risk 0	No. Moderate Risk Findings 2	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**
Infant A	0 to < 12 months	2 to 9		11:15AM
Infant B	12 months to < 18 months	1 to 4		11:15AM
Toddler A	18 months to < 30 months	1 to 7		11:15AM
Discovery Preschool	18 months to < 30 months	1 to 8		11:15AM

Preschool/PreK/School age	3 years to < 4 years	2 to 17		11:15AM

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.

Domain: 05 Health & Safety

Rule: 5180:2-12-16 Management of Communicable Disease
Code: The program is required to notify parents of children exposed to a communicable disease by the end of the next day.

Allegation: The program is not notifying parents when there is a communicable disease.

Determination: Substantiated

Findings: During the inspection, it was determined that parents were not informed by the end of the next day of program operation that their child had been exposed to a communicable disease, as required. Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. A written response for this rule noncompliance is required at this time.

Corrective Action Plan Due: 07/22/2026

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Department of Children & Youth

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: 5180:2-12-18 Ratio

Requirement: The program is required to maintain the appropriate staff to child ratio for each group served.

Finding: During the inspection, a ratio of 1 child care staff member(s) for 8 children was determined to have occurred for the Discovery Preschool group when the situation in number(s) 15 below occurred:

1. A child care staff member stepped out of the room.

2. A child care staff member had not arrived at work on time.

3. Children were present who were not scheduled to be there.

4. A child care staff member was unable to work.

5. A child was injured in that group.

6. A child arrived in the group before a second staff member was scheduled to arrive with the group.

7. Two groups were combined, and the program did not follow the ratio for the youngest child in the group.

8. A child was transitioning to the next older age group, and the program did not follow the ratio for the youngest child in the group.

9. Ratio was doubled for more than two hours while children were napping.

10. Ratio was doubled while children were napping for a group that included at least one infant.

11. Ratio was doubled while children were napping and there were not enough staff members in the building to meet staff/child ratio.

12. Ratio was doubled in the school age group to allow access to the program, however, the program does not serve only school age children.

13. Both child care staff members did not have a working communication device when one staff member left the group to allow access to the school age only program.

14. The child care staff member did not return to the group after allowing access to the school age only program.

15. Other- there were children under 2.5 years of age in the group and they did not follow ratio for the youngest child.

Additional child care staff members must be hired or current child care staff members must be rescheduled to maintain compliance. 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: 07/22/2026

Other Non-Compliances

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

Domain: **02 Safe & Sanitary Environment**

Rule: 5180:2-12-13 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 program was not providing a clean and healthy environment, furniture, materials and equipment as required by Appendix A, as noted in number(s) 30 below:

1. Item(s) soiled with blood or bodily fluids were not cleaned/sanitized immediately.

2. Blankets/sheets were not cleaned weekly, when soiled, or before use by another child.

3. Children's individual blankets and belongings were stored in an unsanitary manner.

4. Bottles, bottle caps, nipples and other equipment used for bottle feeding were not cleaned and sanitized in a dishwasher or by washing, rinsing, and boiling for one minute.

5. Carpets were not vacuumed weekly or cleaned when soiled.

6. Changing table/pad was not sanitized after each use or cleaned when visibly soiled.

7. Reusable cloths were not being washed daily or when visibly soiled.

8. Cots/Pads/Mats were not cleaned and sanitized before assigning to a different child, when used by a sick child, when soiled or at least every three months.

9. Cribs were not cleaned and sanitized monthly, or when soiled, or before use by another child.

10. Diaper Receptables were not cleaned and sanitized daily or more frequently as needed to eliminate odor.

11. Dishes/Cups/Silverware were not cleaned and sanitized after each use.

12. Water Containers were not labeled with the child's name, or were not cleaned and sanitized before use again on another day.

13. Dividers were not cleaned when visibly soiled.

14. Dress up clothes and hats (dramatic play) were not cleaned monthly or when soiled.

15. Floors were not cleaned weekly or when soiled.

16. The food prep area, including sinks, were not cleaned before and after preparing food (including bottle preparation) or between preparing raw or cooked food.

17. Potty chairs were not cleaned after each use, rinsed with water, cleaned and sanitized or contents were not emptied into a toilet.

18. Food tables, highchair trays were not cleaned before and after each use.

19. Tables used for play were not cleaned when visibly soiled or sanitized daily.

20. Toilet bowls were not cleaned when visibly soiled or sanitized weekly.

21. Toilet seat(s), handle(s) and hand washing sink(s) were not cleaned when visibly soiled or sanitized daily.

22. Mouthed toys were not cleaned and sanitized after each child’s use.

23. Toys, other than those mouthed by children, were not cleaned monthly or when visibly soiled.

24. Washable furniture, including fabrics on infant equipment, were not cleaned weekly or when soiled.

25. Upholstered furniture was not steam cleaned when soiled.

26. Slip covers were not washed at least every six months or when soiled.

27. Wastebaskets/rinse buckets, including lids, were not being emptied daily or cleaned and sanitized when visibly soiled.

28. The manufacturer's directions for the cleaning product were not followed.

29. The solution used for sanitizing was not a commercial product registered by the United States Environmental Protection Agency as a sanitizer.

30. Other- the indoor gym floor was littered with trash.

Furniture, materials and equipment must be maintained according to the cleaning and sanitizing schedule in Appendix A to this rule. Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. A written response for this rule noncompliance is required at this time.

Corrective Action Plan Due: 07/22/2026