Department of Education
Department of Job and Family Services

Center Complaint Inspection Summary Report

All licensed child care programs are inspected at least once each year. Non-compliances are documented and grouped as Serious, Moderate or Low risk violations. Documenting statements and supplemental information may be included in this report. Licensing inspection reports from the previous three years can be viewed on the child care website at http://jfs.ohio.gov/CDC/childcare.stm. This includes complaint investigation reports with substantiated allegations. For any other child care records, please contact the Child Care Help Desk at 1-877-302-2347, option 4.

Program Details		
Program Name YWCA METRO EARLY LEARNING CENTER	Program Number 000000305730	Program Type Child Care Center
Address 4019 PROSPECT CLEVELAND OH 44103		County CUYAHOGA

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Akeea Nelson	Inspection Day 04/02/2024	Begin Time 2:00 PM	End Time 4:45 PM
Reviewer(s) Akeea Nelson	Inspection Day 04/03/2024	Begin Time 10:30 AM	End Time 1:00 PM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
9	6	2	1	3

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Blue Room	3 years to < 4 years	1 to 7	Day 1- Arrival Ratio
Blue Room	3 years to < 4 years	2 to 9	Day 2- Arrival Ratio
Red Room	4 years to < 5 years	1 to 9	Day 2- Arrival Ratio
Red Room	4 years to < 5 years	1 to 6	Day 1- Arrival Ratio
Purple Room	4 years to < 5 years	1 to 9	Day 1- Arrival Ratio
Purple Room	4 years to < 5 years	2 to 9	Day 2- Arrival Ratio
Green Room	3 years to < 4 years	1 to 5	Day 2- Arrival Ratio
Green Room	3 years to < 4 years	1 to 5	Day 1-Arrival Ratio

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Complaint Allegations

If a program disagrees with a licensing finding, the program may request a review of the finding(s). Ohio Administrative Code 5101:2-12-03 and 5101:2-13-03 detail the process for submitting a request for review. The request for review must be submitted within seven business days from the receipt of the licensing report. In addition, if the program is star rated, the rating may be impacted if a serious or moderate risk non-compliance is cited.

Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision
Code: 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.

Allegation: It was alleged that a child left the classroom and was unattended.

Determination: Substantiated

Findings: 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.
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.

Risk Level: Moderate

Corrective Action Plan Due: 05/19/2024

Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision
Code: The program staff is required to protect or remove a child from a situation and/or person that are determined to be unsafe and keep children safe from a potential serious incident or injury.

Allegation: It was alleged that a child was not protected, which resulted in a serious injury to the child.

Determination: Substantiated

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

1. Aggressive argument involving adults;
2. Staff member(s) did not follow emergency exiting procedures;
3. Staff member(s) allowed child(ren) to do something unsafe;
4. Staff member(s) did something unsafe;

5. Other: Both Child Care Staff Members left the group unattended/supervised, and a child slammed another child, resulting in a serious injury that was treated at the emergency room.

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.

Risk Level: Serious

Corrective Action Plan Due: 04/24/2024

Domain:05 Health & Safety

Rule: 5101:2-12-16 Incident/Injury Reporting
Code: The program is required to submit notification of a serious incident in OCLQS by the next business day.

Allegation: It was alleged that a serious incident was not reported in the OCLQS system, as required, by the program administrator or designee for an incident.

Determination: Substantiated

Findings: During the inspection, it was determined that a Serious Incident was not reported in the Ohio Child Licensing and Quality System (OCLQS), as required, by the program administrator or designee for an incident(s) as listed in number(s) 4 below:

1. An incident, injury or illness that required professional medical consultation or treatment.
2. An unusual or unexpected incident which jeopardizes the safety of a child, child care staff member or employee of the program.
3. An incident defined as a serious risk non-compliance in appendix A to rule 5101:2-12-03 of the Administrative Code.
4. The program did not submit the report in OCLQS by the next business day as required by rule.

Submit the program's corrective action plan, which includes a statement that the program administrator or designee has completed the Serious Incident Report in OCLQS, to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 05/19/2024

Domain:05 Health & Safety

Rule: 5101:2-12-16 Incident/Injury Reporting
Code: The program is required to complete the JFS 01299 "Incident/Injury Report" for injuries and incidents at the program, provide a copy to the person who picks the child up on the day of the incident, and retain a copy of the form onsite at the program for one year.

Allegation: It was alleged that the program did not complete the JFS01299 Incident/Injury Report.

Determination: Substantiated

Findings: In review of the records, it was determined the program did not meet the requirements for completing a JFS 01299 "Incident/Injury Report" as noted in number(s) 1, 2, 3 below:

1. The JFS 01299 was not completed when a child became ill or received an injury which required first aid treatment.
2.The JFS 01299 was not completed when a child was transported to a source for emergency assistance.
3. The JFS 01299 was not completed when a child received a bump or blow to the head.
4. The JFS 01299 was not completed when an unusual or unexpected incident which jeopardized the safety of a child or employee of a program.
5. The parent or a person picking up the child did not receive the JFS 01299 on the day of the incident.
6. The program information (program name, number, address) was incomplete on the JFS 01299.
7. Child's name was incomplete on the JFS 01299.
8. Child's birthdate was incomplete on the JFS 01299.
9. Name of person(s) responsible for the child at the time of the incident was incomplete on the JFS 01299.
10. Number of children present in the group at the time of the incident was incomplete on the JFS 01299.
11. Date and/or time of the incident was incomplete on the JFS 01299.
12. Whether or not parents were contacted was incomplete on the JFS 01299.
13. Complete summary of the incident was incomplete on the JFS 01299.
14. Accurate summary of the incident was incomplete on the JFS 01299.
15. Name and/or signature of the person completing the form was incomplete on the JFS 01299.
16. The JFS 01299 was not kept on file at the program for at least one year.
17. Other [ ].

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 not required at this time.

Risk Level: Low

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Child Guidance
Code: The program staff shall use developmentally appropriate techniques when managing children's behavior and shall not abuse, endanger or neglect children.

Findings: During the inspection, it was determined that a Child Care Staff Member had abused, endangered, or neglected a child. Child Care Staff Members, administrators, and owners must always use appropriate guidance and management methods with children and ensure that children are safe at all times. The individual needs to be released from employment immediately. Submit the program's corrective action plan, which includes a statement that the individual is no longer employed, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 04/24/2024

Moderate Risk Non-Compliances

No Additional Moderate Risk Non-Compliances were observed during this inspection

Low Risk Non-Compliances

Domain:01 Ratio & Supervision

Rule: 5101:2-12-18 Ratio
Code: The program staff used in ratio are to refrain from other duties that would not allow them to provide appropriate care and supervision of the children in their group.

Findings: During the inspection while watching past videos, it was determined that Child Care Staff Members who were used in the staff/child ratio were engaged in other duties such as noted in number(s) 4 below and, therefore, were unable to provide appropriate care and supervision to the children:

1. Cooking;
2. Cleaning that interferes with supervision;
3. Paperwork;
4. On their cell phone;
5. Engaging in a conversation with a parent for an extended period of time;
6. Other [ ].

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: 05/19/2024