Department of Children & Youth

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 SMALL HANDS BIG DREAMS LEARNING CENTER	Program Number 000000305942	Program Type Child Care Center
Address 8465 MARKET STREET MENTOR OH 44060		County LAKE

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Jennifer Bartlebaugh	Inspection Day 02/27/2026	Begin Time 8:15 AM	End Time 9:45 AM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
6	1	0	0	1

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Bunnies	0 to < 12 months	2 to 6	Arrival Ratio-8:30AM
Butterflies	18 months to < 30 months	1 to 8	Arrival Ratio-8:30AM Butterflies & Bumblebees Combined
Bumble Bees	18 months to < 30 months	1 to 2	Arrival Ratio-8:30AM Butterflies & Bumblebees Combined
Zebra	30 months to < 36 months	1 to 7	Arrival Ratio-8:30AM
Penguin	30 months to < 36 months	1 to 5	Arrival Ratio-8:30AM
Stingray	3 years to < 4 years	2 to 6	Arrival Ratio-8:30AM
Dolphins	3 years to < 4 years	1 to 10	Arrival Ratio-8:30AM

			Dolphins & Dragon Combined-Breakfast
Dragon	4 years to < 5 years	2 to 19	Arrival Ratio-8:30AM Dolphins & Dragon Combined-Breakfast
Ducklings	12 months to < 18 months	2 to 7	Arrival Ratio-8:30AM

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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:05 Health & Safety

Rule: 5180:2-12-16 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: The alleged rule violation was that the parent or a person picking up the child did not receive the JFS 01299 incident form on the day of the incident.

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 4, 5 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

Ohio Department of Children & Youth

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

Moderate Risk Non-Compliances

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

Low Risk Non-Compliances

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