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 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 Method On-site Inspection	Inspection Notice Unannounced
Inspection Date	Begin Time	End Time	Reviewer:

Summary of Findings			
No. Requirements Verified 5	No. Requirements with Non-compliances 1		No. Requirements Compliant
No. Serious Risk 0	No. Moderate Risk Findings 0	No. Other Non-compliance Findings 1	No. Technical Assistance Provided

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Penguins	30 months to < 36 months	1 to 5		Arrival Ratio-12:00PM- Nap
Bunnies	0 to < 12 months	2 to 9		Arrival Ratio-12:00PM- Nap/ Lunch
Butterflies	18 months to < 30 months	2 to 13		Arrival Ratio-12:00PM- Nap
Zebra	30 months to < 36 months	1 to 12		Arrival Ratio-12:00PM- Nap

Stingrays	3 years to < 4 years	1 to 11		Arrival Ratio- 12:00PM- Nap
Dolphins	Mixed Age Group	2 to 27		Arrival Ratio- 12:00PM- Nap Dolphin & Dragon Room Combined
Dragons	Mixed Age Group	0 to 0		Arrival Ratio- 12:00PM- Nap Dolphin & Dragon Room Combined
Ducklings	12 months to < 18 months	1 to 6		Arrival Ratio- 12:00PM- Nap
Bumblebees	18 months to < 30 months	1 to 7		Arrival Ratio- 12:00PM- Nap

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

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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.

No moderate risk non-compliances were observed during this inspection

Other Non-Compliances

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

Domain: 04 Indoor/Outdoor Space

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Rule: 5180:2-12-17 Daily Outdoor Play

Requirement: The program is required to provide daily outdoor play for all children.

Finding: During the inspection, it was determined that daily outdoor play was not provided to a child.

Corrective Action Plan Due: 06/11/2026