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<br>KINDERCARE LEARNING CENTER #1850 | Program Number<br>000000307881 | Program Type<br>Child Care Center |
| Address<br>7171 LEAR NAGLE RD N. RIDGEVILLE OH 44039 | | County<br>LORAIN |

| Inspection Information | | | |
|---|---|---|---|
| Inspection Type<br>Complaint | | Inspection Scope<br>Partial | Inspection Notice<br>Unannounced |
| Reviewer(s) MARY WOODLAND | Inspection Day<br>12/12/2025 | Begin Time<br>9:00 AM | End Time<br>11:00 AM |
| Reviewer(s) MARY WOODLAND | Inspection Day<br>12/16/2025 | Begin Time<br>11:00 AM | End Time<br>2:15 PM |
| Reviewer(s) MARY WOODLAND | Inspection Day<br>12/17/2025 | Begin Time<br>1:40 PM | End Time<br>2:00 PM |

| Summary of Findings | | | | |
|---|---|---|---|---|
| No. Rules Verified<br>10 | No. Rules with Non-compliances<br>3 | No. Serious Risk<br>0 | No. Moderate Risk<br>1 | No. Low Risk<br>2 |

| Staff-Child Ratios at the Time of Inspection | | | |
|---|---|---|---|
| **Group** | **Age Group/Range** | **Ratio Observed** | **Comment** |
| Discovery Preschool | 18 months to < 30 months | 1 to 7 | Day 2 |
| Discovery Preschool | 18 months to < 30 months | 1 to 7 | |
| Infant A | 0 to < 12 months | 2 to 11 | Infant A & B Combined |
| Infant A | 0 to < 12 months | 2 to 7 | Day 2 |
| Infant B | 12 months to < 18 months | 1 to 6 | Day 2 |
| Toddler 1 | 18 months to < 30 months | 1 to 5 | Day 2-Toddler 1 & 2 Combined |
| Toddler 1 | 18 months to < 30 months | 1 to 7 | Toddler 1 & 2 Combined |
| Preschool 1 | 3 years to < 4 years | 1 to 9 | |
| Preschool 1 | 3 years to < 4 years | 2 to 16 | Day 2 |
| Pre-K | 4 years to < 5 years | 1 to 14 | Day 2 |
| Pre-K | 3 years to < 4 years | 2 to 13 | |

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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: 5180:2-12-19 Child Guidance
Code: The program staff shall use developmentally appropriate techniques when managing children's behavior. Corporal punishment is prohibited, as well as any cruel, harsh, unusual or extreme techniques.

Allegation: The allegation involves a staff member using inappropriate child guidance and management techniques with infants.

Determination: Substantiated

Findings: During the inspection, it was determined that a Child Care Staff Member had used the inappropriate techniques in number(s) 1 below when managing unacceptable behavior in children:

1. Utilize cruel, harsh, unusual, or extreme techniques;
2. Utilize any form of corporal punishment;
3. Delegate children to manage or discipline other children;
4. Use physical restraints on a child;
5. Restrain a child by prone restraint or any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control;
6. Place children in a locked room or confine children in any enclosed area;
7. Confine children to equipment such as cribs or highchairs;
8. Humiliate, threaten or frighten children;
9. Subject children to profane language or verbal abuse;
10. Make derogatory or sarcastic remarks about children or their families;
11. Punish children for failure to eat or sleep or for toileting accidents;
12. Withhold any food (including snacks and treats), rest or toilet use;
13. Punish an entire group of children due to the unacceptable behavior of one or a few;
14. Isolate and restrict children from all activities for an extended period of time.

Child Care Staff Members and other employees must always use appropriate guidance and management methods with children. 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: 01/16/2026

**Domain:01 Ratio & Supervision**

Rule: 5180:2-12-19 Supervision
Code: The program staff is required to meet each child's basic, developmental, behavioral and special needs.

Allegation: The allegation involves not meeting the children's basic needs.

Determination: Substantiated

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Findings: During the inspection, it was determined that child-care staff did not meet the basic needs of a child as noted in number(s) 4; 10 below:

1. Assisting children with toileting
2. Assisting children with handwashing
3. Assisting children with basic hygiene
4. Responding appropriately to a child in distress
5. Assisting a child wiping his/her nose
6. Washing a child's face
7. Assisting a child in tying his/her shoes
8. Assisting a child in changing his/her clothes when needed
9. A child's developmental needs were not met
10. A child's behavioral needs were not met
11. Parental preferences, that were not in conflict with a licensing rule, were not followed

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. Please submit a statement verifying compliance.

Risk Level: Low

Corrective Action Plan Due: 01/16/2026

**Domain:08 Staff Files**

Rule: 5180:2-12-10 Health Training Requirements
Code: The program is required to have all child care staff members complete training in child abuse and neglect recognition and prevention within sixty days of hire. Staff must complete training in first aid and CPR within the first ninety days of hire.

Allegation: The allegation involves required staff not having current required health training.

Determination: Substantiated

Findings: In review of the staff records, it was determined that at least one child care staff member had not completed required health and safety training as noted in number(s) 4 below:

1. Child abuse and neglect recognition and prevention training was not completed within sixty days of hire.
2. First aid training was not completed within ninety days of hire.
3. Cardiopulmonary resuscitation (CPR) training was not completed within ninety days of hire.
4. The child abuse and neglect recognition and prevention training was expired.
5. The first aid training was expired.
6. The CPR training was expired.

Refer to the Employee Record Chart for the name(s) of the child care staff member(s) who must complete the required health and safety training(s). Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 01/16/2026

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## Summary of Additional Non-Compliances

### Serious Risk Non-Compliances

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

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