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 HELPFUL HANDS CHILDRENS CENTER, INC	Program Number 000000400110	Program Type Child Care Center
Address 6833-6839 FLAGS CENTER DRIVE COLUMBUS OH 43229		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Bradie McAfee	Inspection Day 07/12/2024	Begin Time 9:10 AM	End Time 12:00 PM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
12	5	0	1	4

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Infant	0 to < 12 months	2 to 12	Combined outside with Toddler and Preschool
Infant	0 to < 12 months	1 to 2	
Toddler	0 to < 12 months	2 to 12	Combined with Infant and Preschool outside
Preschool	0 to < 12 months	2 to 12	Combined with Infant and Toddlers on playground
Preschool	30 months to < 36 months	1 to 4	
Pre-K	4 years to < 5 years	1 to 8	
School Age	School-Age to < 11 years	2 to 7	
School Age	School-Age to < 11 years	1 to 12	

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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:04 Indoor/Outdoor Space

Rule: 5101:2-12-11 Outdoor Space Requirements
Code: The program is required to have an outdoor play space with a shaded area.

Allegation: The program did not have an outdoor play space with a shaded area.

Determination: Substantiated

Findings: During the inspection, it was determined that a shaded area was needed and had not been provided in the outdoor play area to protect children from prolonged exposure to the sun. The playground has natural shade in the morning however in the afternoon, the playground does not have adequate shade to protect children. 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

Domain:08 Staff Files

Rule: 5101:2-12-07 Administrator Responsibilities/Requirements
Code: The program administrator is required to be onsite at the program for the required amount of time.

Allegation: The program administrator is not onsite at the program for the required amount of time.

Determination: Substantiated

Findings: During the inspection and based on staff interviews, it was determined that the program did not have at least one administrator onsite for 50 percent of the program's operating hours or 40 hours a week, as required by this rule. 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: 08/17/2024

Domain:08 Staff Files

Rule: 5101:2-12-08 Medical Statement
Code: The program staff's medical statements are required to be completed and on file at the program.

Allegation: The program staff's medical statements were not completed and on file at the program.

Determination: Substantiated

Findings: In review of the staff records, it was determined that the medical statements for the employees listed on the Employee Record Chart did not meet the requirements as listed in number 1 below.

1. A medical statement was not on file for at least one employee;
2. The medical statement(s) on file did not have a date of examination within 12 months of the employee's first day of employment;
3. Date of examination was missing;
4. Signature, business address, or telephone number of the licensed physician, physician assistant, advanced practice nurse, certified midwife, or certified nurse practitioner who completed the examination was missing;
5. A statement was missing that verifies the employee is:
a. Physically fit for employment in a program caring for children;
b. Immunized against Tetanus, Diphtheria, Pertussis (Tdap);
c. Immunized against Measles, Mumps, and Rubella (MMR);
6. Tuberculosis (TB) screening/test information was missing:
a. Documentation of the screening process to determine if the employee resided in a country identified by the world health organization as having a high burden of TB and arrived in the United States within the five years preceding the date of application for employment.
b. Results of a TB test for employees meeting both criteria in 6a.
c. Results of additional testing for employees with a positive TB test.
d. Written statement, signed by a representative of the TB control unit, that the employee's TB is no longer infectious or the individual is receiving a TB treatment regimen for employees with a positive TB test.

Submit the program's corrective action plan, which includes a copy of the completed employee medical statement, or TB results/documentation, to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 08/17/2024

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

Moderate Risk Non-Compliances

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.

Findings: During the inspection, it was determined that children were left unattended while inside the program as noted in numbers 1 and 8 below:

1. Child(ren) were left unattended once. The teacher stepped out of the classroom. Another teacher who was standing in the hallway went into the classroom after she noticed she walked and out and left the children unattended.
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: Preschool children were permitted to walk from hall restroom back to classroom. There was no a direct line of vision. .

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.

Corrective Action Plan Due: 08/17/2024

Low Risk Non-Compliances

Domain:03 Postings & Equipment

Rule: 5101:2-12-17 Daily Schedule
Code: The program is required to have the daily program schedule posted in all required areas.

Findings: During the inspection, it was determined that a copy of the daily program schedule was not posted in the School Age area 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 not required at this time.