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 BIG HEARTS LITTLE HANDS LEARNING CENTER	Program Number 000000400126	Program Type Child Care Center
Address 14 GRACE DRIVE POWELL OH 43065		County DELAWARE

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) AMY HILLARD	Inspection Day 09/20/2023	Begin Time 1:00 PM	End Time 11:59 PM

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**
PreK2	4 years to < 5 years	1 to 8	
Schoolage	School-Age to < 11 years	1 to 7	
Young toddler	18 months to < 30 months	1 to 6	
Early Preschool	30 months to < 36 months	2 to 8	
Toddler A	18 months to < 30 months	2 to 9	
Toddler B	18 months to < 30 months	2 to 11	
Infants	0 to < 12 months	1 to 5	
Waddler	12 months to < 18 months	2 to 7	
Preschool	3 years to < 4 years	2 to 13	
PreK 1	4 years to < 5 years	1 to 6	

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:10 Written Policies & Procedures

Rule: 5101:2-12-07 Written Program Policies and Procedures
Code: The program administrator is required to maintain and implement the parent handbook.

Allegation: The complainant alleged that the program's policies were not followed in that the program says it's a nut free zone but candy containing peanuts was available for staff in the lobby.

Determination: Substantiated

Findings: During the inspection, it was determined the administrator was not responsible for creating or maintaining or did not implement the policies and procedures of the program in that the program had a notice on the door saying that it is a nut free zone, but had candy containing peanuts available for staff in the lobby. Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance and submit written response.

Risk Level: Low

Corrective Action Plan Due: 10/21/2023

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