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 HEAVEN SENT CHILDREN'S ACADEMY	Program Number 000000400157	Program Type Child Care Center
Address 5616 GENDER RD. CANAL WINCHESTE OH 43110		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) BEVERLY JAMES	Inspection Day 09/10/2025	Begin Time 7:10 AM	End Time 10:10 AM
Reviewer(s) BEVERLY JAMES	Inspection Day 09/15/2025	Begin Time 9:45 AM	End Time 10:20 AM
Reviewer(s) BEVERLY JAMES	Inspection Day 09/19/2025	Begin Time 8:45 AM	End Time 12:50 PM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
8	5	0	2	3

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Infant 2	12 months to < 18 months	2 to 7	Day 3
Infant 2	18 months to < 30 months	2 to 7	Day 2
Infant 2	18 months to < 30 months	2 to 6	Day 1- Infant and Toddlers combined. under and over 2 1/2 combined, more than 12 children in center
School Age	School-Age to < 11 years	1 to 10	Day 3
School Age	School-Age to < 11 years	1 to 8	Day 3
School Age	School-Age to < 11 years	1 to 4	Day 1
Preschool	3 years to < 4 years	1 to 9	Day 2
Preschool	30 months to < 36 months	1 to 10	Day 1- Toddler 2, PS and PreK Combined
Preschool	3 years to < 4 years	1 to 7	Day 3

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Infant 1	0 to < 12 months	1 to 4	Day 3
Infant 1	0 to < 12 months	2 to 5	Day 2
Toddler 1	18 months to < 30 months	1 to 5	Day 3
Toddler 1	18 months to < 30 months	1 to 6	Day 2
Toddler 2	30 months to < 36 months	2 to 12	Day 3
Toddler 2	30 months to < 36 months	2 to 11	Day 2
PreK	3 years to < 4 years	1 to 11	Day 3
PreK	3 years to < 4 years	1 to 10	

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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 Supervision
Code: The program staff is required to protect or remove a child from a situation and/or person that are determined to be unsafe or inappropriate.

Allegation: The program staff does not protect or remove a child from a situation and/or person that are determined to be unsafe or inappropriate.

Determination: Substantiated

Findings: During the inspection, it was determined the administrator, child care staff, and/or employees of the program did not protect or remove children from a situation and/or person determined to be unsafe or inappropriate as noted in number(s) 4 below:

1. Verbal argument involving adults.
2. Staff member(s) allowed child(ren) to do something unsafe.
3. Staff member(s) did something unsafe.
4. Children were exposed to inappropriate language and conversation by a parent. (Parent in classroom and in lobby of the program.)
5. Other [ ].

While the program did not protect the child(ren) from an unsafe or inappropriate situation and/or person, it was determined the situation would not or did not result in a serious incident or injury to a child. All program employees must take actions to protect children in care. 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: Low

Corrective Action Plan Due: 10/26/2025

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 program staff does not meet each child's basic, developmental, behavioral and special needs.

Determination: Substantiated

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) 9,10 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

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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 (Children with Special Needs.)
10. A child's behavioral needs were not met (Children with special needs.)
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.

Risk Level: Low

Corrective Action Plan Due: 10/26/2025

Domain:01 Ratio & Supervision

Rule: 5180:2-12-19 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.

Allegation: The program staff does not 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.

Determination: Substantiated

Findings: During the inspection, it was determined that children were left unattended while inside the program as noted in number(s) 3 below:

1. Child(ren) were left unattended once.
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 [ ].

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.

Risk Level: Moderate

Corrective Action Plan Due: 10/26/2025

Summary of Additional Non-Compliances

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Serious Risk Non-Compliances

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

Moderate Risk Non-Compliances

Domain:01 Ratio & Supervision

Rule: 5180:2-12-18 Ratio
Code: The program is required to maintain the appropriate staff to child ratio for each group served.

Findings: During the inspection, a ratio of 1 child care staff member(s) for 10 children was determined to have occurred for the combined group of T2, PS and PK when the situation in number(s) 1 below occurred:

1. A child care staff member stepped out of the room. (Day one in PS room. Toddler, PS and PreK combined.)
2. A child care staff member had not arrived at work on time.
3. Children were present who were not scheduled to be there.
4. A child care staff member was unable to work.
5. A child was injured in that group.
6. A child arrived in the group before a second staff member was scheduled to arrive with the group.
7. Two groups were combined, and the program did not follow the ratio for the youngest child in the group.
8. A child was transitioning to the next older age group, and the program did not follow the ratio for the youngest child in the group.
9. Ratio was doubled for more than two hours while children were napping.
10. Ratio was doubled while children were napping for a group that included at least one infant.
11. Ratio was doubled while children were napping and there were not enough staff members in the building to meet staff/child ratio.
12. Ratio was doubled in the school age group to allow access to the program, however, the program does not serve only school age children.
13. Both child care staff members did not have a working communication device when one staff member left the group to allow access to the school age only program.
14. The child care staff member did not return to the group after allowing access to the school age only program.
15. Other [ ].

Additional child care staff members must be hired or current child care staff members must be rescheduled to maintain compliance. 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: 10/26/2025

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Low Risk Non-Compliances

Domain:01 Ratio & Supervision

Rule: 5180:2-12-18 Group Size
Code: The program may combine all age groups when there are twelve or fewer children in the center.

Findings: During the inspection, it was determined groups which included children less than two and one half years were combined with groups of children two and one half years and older and there were more than 12 children in the center. 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. (Day 1 in Infant 2 room. Infant and Toddlers combined.)

Corrective Action Plan Due: 10/26/2025