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 AMERICA'S CHILDCARE LLC	Program Number 000000400478	Program Type Child Care Center
Address 3427 South Boulevard Columbus OH 43204		County FRANKLIN

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 09/02/2026	Begin Time 9:25 AM	End Time 10:30 AM	Reviewer: Jada Hightower

Summary of Findings			
No. Requirements Verified 8	No. Requirements with Non-compliances 4		No. Requirements Compliant 4
No. Serious Risk 0	No. Moderate Risk Findings 2	No. Other Non-compliance Findings 2	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Infant	0 to < 12 months	1 to 6		Arrival 9:25AM
Preschool	3 years to < 4 years	1 to 11		Arrival 9:25AM
Toddler	18 months to < 30 months	1 to 6		Arrival 9:25AM

Department of Children & Youth

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.

Domain: 08 Staff Files

Rule: 5180:2-12-08 Child Care Staff Member Educational Requirements
Code:

Allegation: Complainant alleges that verification of completion of a high school education was not on file.

Determination: Unsubstantiated

Findings: Based upon the investigation, the alleged rule violation was determined unsubstantiated due to all child care staff members on the employee record chart had verification of educational requirements on file at the program.

Risk Level:

Domain: 08 Staff Files

Rule: 5180:2-12-08 Staff Immunization Records
Code: The program is required to have every employee provide immunization records.

Allegation: Complainant alleges that the immunization records were not on file within the first thirty days from start of employment.

Determination: Substantiated

Findings: In review of the staff records, it was determined that the immunization records for 1 of 8 employees, including child care staff members, did not meet the requirement.
The following was observed: The immunization records were not on file within the first thirty days from start of employment.
Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/03/2026

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Domain: 08 Staff Files

Rule: 5180:2-12-09 Background Check Requirements

Code: The program is required to have all staff request background checks as required and receive a DCY 01176 or preliminary approval from DCY prior to allowing an individual to engage in assigned duties or be near children.

Allegation: Complainant alleges that background checks did not meet the requirements of the rule for the person(s) listed on the Employee Record Chart.

Determination: Substantiated

Findings: In review of the staff records, it was determined that background checks did not meet the requirements of the rule for the person(s) listed on the Employee Record Chart.

The following was observed: The request for a background check for child care was not submitted in the OPR.

Submit the program's corrective action plan, which includes a copy of the DCY 01176, or a copy of the preliminary approval or a statement that the individual(s) are no longer engaged in assigned duties and are not near children until the preliminary approval has been received, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/03/2026

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Summary of Non-Compliances

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 an increased risk of harm to a child and is observable and/or based on facts.

Domain: 01 Ratio & Supervision

Rule: 5180:2-12-18 Ratio
Requirement: The program is required to maintain the appropriate staff to child ratio for each group served.
Finding: During the inspection, a ratio of 1 child care staff member(s) for 6 children was determined to have occurred for the Infant group.
The following was observed: A child arrived in the group before a second staff member was scheduled to arrive with the group.

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: 10/03/2026

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.
No other non-compliances were observed during this inspection