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 KinderCare #000766	Program Number 000000404869	Program Type Child Care Center
Address 1231 S SUNBURY ROAD WESTERVILLE OH 43081		County FRANKLIN

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) BEVERLY JAMES	Inspection Day 04/02/2026	Begin Time 9:15 AM	End Time 10:30 AM
Reviewer(s) BEVERLY JAMES	Inspection Day 04/08/2026	Begin Time 9:15 AM	End Time 11:30 AM
Reviewer(s) BEVERLY JAMES	Inspection Day 04/16/2026	Begin Time 11:00 AM	End Time 12:30 PM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
4	3	0	3	0

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Infant A	0 to < 12 months	2 to 8	Day 1 12pm
Infant A	0 to < 12 months	1 to 4	Day 2 9:15 am
Infant A	0 to < 12 months	2 to 7	Day 3 9:15 am
Infant B	12 months to < 18 months	1 to 6	Day 2 9:15 am
Infant B	12 months to < 18 months	1 to 6	Day 3 9:15 am
Infant B	12 months to < 18 months	1 to 6	Day 1 12pm
Toddler A	30 months to < 36 months	0 to 0	Day 1 12pm
Toddler A	30 months to < 36 months	0 to 0	Day 3 9:15 am
Toddler A	30 months to < 36 months	0 to 0	Day 2 9:15 am
Toddler B	18 months to < 30 months	2 to 9	Day 1 Nap 12 pm Toddler A and Toddler B combined.
Toddler B	18 months to < 30 months	1 to 6	Day 2 Toddler A and Toddler B combined. 9:15 am

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Toddler B	18 months to < 30 months	2 to 10	Day 3 Toddler A and Toddler B combined. 9:15 am
Preschool	3 years to < 4 years	2 to 11	Day 2 9:15 am
Preschool	3 years to < 4 years	2 to 16	Day 3 9:15 am
Preschool	3 years to < 4 years	2 to 18	Day 1 12 pm
PreK	4 years to < 5 years	3 to 22	Day 3 PK and SA combined 9:15 am
PreK	4 years to < 5 years	1 to 16	Day 2 9:15 am
PreK	4 years to < 5 years	2 to 17	Day 1 12pm
School Age	School-Age to < 11 years	2 to 22	Day 1 8:30 am
School Age	5 years to < Kindergarten	0 to 0	Day 3 School age was combined with PreK in PreK room 9:15am
School Age	School-Age to < 11 years	2 to 19	Day 2 9:15 am

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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.

No Complaints were observed during this inspection.

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: 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 16 children was determined to have occurred for the Preschool group when the situation in number(s) 1,15 below occurred:

1. A child care staff member stepped out of the room.
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 (During Incident on 3/13/26, it was corroborated during complaint investigation that a Toddler CCSM left the group outside to go inform administrator of the situation.)

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: 05/16/2026

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.

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. (Child observed running out of room without CCSM's knowledge.)
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.

Corrective Action Plan Due: 05/16/2026

Domain:01 Ratio & Supervision

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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.

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; (CCSM grabbed Preschool child's hair as child was running away and they both fell to ground.)
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.

Corrective Action Plan Due: 05/16/2026

Low Risk Non-Compliances

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

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