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 CREATIVE HEARTS EDUCATED MINDS LEARNING CENTER	Program Number 000000500341	Program Type Child Care Center
Address 6030 SECOR ROAD TOLEDO OH 43613		County LUCAS

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Beverly Sutter	Inspection Day 07/09/2025	Begin Time 8:00 AM	End Time 8:40 AM

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

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Infant	0 to < 12 months	1 to 17	All ages combined, youngest child 6 months old.
Infant	0 to < 12 months	1 to 18	All ages combined, youngest 6 months old.
Infant	0 to < 12 months	1 to 5	
Infant	0 to < 12 months	1 to 4	
Infant	0 to < 12 months	1 to 7	4 Infant and 3 school age children, youngest is 6 months old
Toddler	30 months to < 36 months	1 to 13	Toddlers, Preschool, and school age children combined,

			youngest child 20 months old.
Toddler	30 months to < 36 months	1 to 15	Toddlers, Preschool, school age combined. Youngest child 20 months old.
Preschool	3 years to < 4 years	1 to 13	Preschool and school age children combined youngest child 3 years old.

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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: 5180:2-12-18 Ratio
Code: The program is required to have a second employee present, and used based on the qualifications they meet, when seven or more children are present.

Allegation: Complaint alleges classrooms over ratio.

Determination: Substantiated

Findings: During the inspection, it was determined that the program did not meet the rule requirement as noted in number 1 below:

1. The program did not have a second employee or Child Care Staff Member present when required;
2. The program was using a second Child Care Staff Member who was not able to meet this criteria as defined in the rule.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Risk Level: Moderate

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.

Allegation: Complaint alleges classrooms over ratio.

Determination: Substantiated

Findings: During the inspection, required staff/child ratios were not maintained for the same group and different groups on multiple occasions, as noted below:

The ratio determined for the infant, toddler, preschool and school age combined group was 1 Child Care Staff Member for 17 children, with the youngest being 6 months old. Additionally, a ratio of 1 Child Care Staff Member for 7 children, with the youngest being 6 months old, was determined for the infant and school age group. Additionally, a ratio of 1 Child Care Staff Member for 15 children, with the youngest being 20 months old, was determined for the toddler, preschool, and school age group.

Additional 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.

Risk Level: Moderate

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Domain:02 Safe & Sanitary Environment

Rule: 5180:2-12-12 Safe Environment
Code: The program is required to store chemicals and cleaning and sanitizing supplies in a place that is inaccessible to children. Cleaning agents, aerosol cans and chemical substances must be stored in their original container or clearly labeled. School-age children may use cleaning supplies and equipment with adult supervision.

Allegation: Complaint alleges cleaning supplies within reach of children.

Determination: Substantiated

Findings: During the inspection, a potentially hazardous substance, which was determined to not present a serious risk to a child, was not used or stored properly as noted in number 2 below:

1. Cosmetics were accessible to children in the [ ] area.
2. Disinfecting wipes were accessible to children in the preschool area.
3. Fish food was accessible to children in the [ ] area.
4. Hand lotion was accessible to children in the [ ] area.
5. Hand sanitizer (for children under 24 months) was accessible to children in the [ ] area.
6. Laundry detergent was accessible to children in the [ ] area.
7. Powder dish washing soap was accessible to children in the [ ] area.
8. Paint cans were accessible to children in the [ ] area.
9. White out was accessible to children in the [ ] area.
10. Potting Soil was accessible to children in the [ ] area.
11. Other potentially hazardous substance [ ] was accessible to children in the [ ] area.
12. Cleaning/sanitizing supplies had not been clearly labeled.
13. School-age children were using cleaning supplies, agents and/or equipment without adult supervision.
14. A spray aerosol was used in the [ ] group while children were in attendance.
15. Other: [ ].

Provide staff training. 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: 08/08/2025

Domain:02 Safe & Sanitary Environment

Rule: 5180:2-12-12 Safe Environment
Code: The program is required to store chemicals and machinery in a place that is inaccessible to children. The program is required to provide an outdoor play area away from machinery in operation.

Allegation: Complaint alleges cleaning supplies within reach of children.

Determination: Substantiated

Findings: During the inspection, a potentially hazardous item or toxic substance was used or stored in the preschool room where children had access to it, as noted in numbers 1 and 2 below.

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1. Bleach and water.
2. Cleaning agent: Mr. Clean
3. Fish tank chemicals.
4. Gasoline.
5. Pesticide.
6. Poison, including insect/rodent poison.
7. Flammable substance.
8. Windshield washer fluid.
9. Aerosol cans.
10. A lawn mower.
11. A weed trimmer.
12. Hedge trimmers.
13. A snow blower.
14. Other potentially hazardous substance, equipment or machinery: [ ].

Provide staff training. Submit the program's corrective action plan, which includes a statement that the potentially hazardous substance or item is no longer accessible to children and/or children will not be outside when machinery is in use and 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: 08/08/2025

Domain:02 Safe & Sanitary Environment

Rule: 5180:2-12-12 Safe Environment
Code: The program is required to provide an environment that protects the children in care from any items and conditions that may threaten their health, safety, and well-being.

Allegation: Complaint alleges chipping paint on walls.

Determination: Substantiated

Findings: Children in care shall be protected from any items and conditions which threaten their health, safety, and well-being. During the inspection, it was determined that at least one area of the program or at least one piece of equipment had chipping or peeling paint in the infant room. 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: 08/08/2025

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

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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