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 Milestones Learning Center of Ashland	Program Number 2170014328	Program Type Child Care Center
Address 1489 Mifflin Ave Ashland OH 44805		County ASHLAND

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) DIANE TRACZYK	Inspection Day 05/28/2024	Begin Time 10:00 AM	End Time 11:30 AM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
2	2	0	1	3

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Tiny Tots	12 months to < 18 months	1 to 6	2 children under 12 months from the Nursery were outside with the Tiny Tots group
Nursery	0 to < 12 months	4 to 7	Classroom
Two's/Toddlers	18 months to < 30 months	2 to 15	Two's/Toddlers combined on the playground
Three's/Pre-K	3 years to < 4 years	5 to 25	3:9 with the Three's and 2:16 with Pre-K together on the playground

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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:02 Safe & Sanitary Environment

Rule: 5101:2-12-13 Sanitary Equipment and Environment
Code: The program is required to follow the cleaning schedule for equipment.

Allegation: Complainant alleged that the environment is not clean.

Determination: Substantiated

Findings: During the inspection, it was determined that the program was not providing a clean and healthy environment, furniture, materials and equipment as required by Appendix A, as noted in numbers 15, 20 & 21 below:

1. Item(s) soiled with blood or bodily fluids were not cleaned/sanitized immediately.
2. Blankets/sheets were not cleaned weekly, when soiled, or before use by another child.
3. Children's individual blankets and belongings were stored in an unsanitary manner.
4. Bottles, bottle caps, nipples and other equipment used for bottle feeding were not cleaned and sanitized in a dishwasher or by washing, rinsing, and boiling for one minute.
5. Carpets were not vacuumed weekly or cleaned when soiled.
6. Changing table/pad was not sanitized after each use or cleaned when visibly soiled.
7. Reusable cloths were not being washed daily or when visibly soiled.
8. Cots/Pads/Mats were not cleaned and sanitized before assigning to a different child, when used by a sick child, when soiled or at least every three months.
9. Cribs were not cleaned and sanitized monthly, or when soiled, or before use by another child.
10. Diaper Receptables were not cleaned and sanitized daily or more frequently as needed to eliminate odor.
11. Dishes/Cups/Silverware were not cleaned and sanitized after each use.
12. Water Containers were not labeled with the child's name, or were not cleaned and sanitized before use again on another day.
13. Dividers were not cleaned when visibly soiled.
14. Dress up clothes and hats (dramatic play) were not cleaned monthly or when soiled.
15. Floors were not cleaned weekly or when soiled.
16. The food prep area, including sinks, were not cleaned before and after preparing food (including bottle preparation) or between preparing raw or cooked food.
17. Potty chairs were not cleaned after each use, rinsed with water, cleaned and sanitized or contents were not emptied into a toilet.
18. Food tables, highchair trays were not cleaned before and after each use.
19. Tables used for play were not cleaned when visibly soiled or sanitized daily.
20. Toilet bowls were not cleaned when visibly soiled or sanitized weekly.
21. Toilet seat(s), handle(s) and hand washing sink(s) were not cleaned when visibly soiled or sanitized daily.
22. Mouthed toys were not cleaned and sanitized after each child's use.
23. Toys, other than those mouthed by children, were not cleaned monthly or when visibly soiled.
24. Washable furniture, including fabrics on infant equipment, were not cleaned weekly or when soiled.
25. Upholstered furniture was not steam cleaned when soiled.
26. Slip covers were not washed at least every six months or when soiled.
27. Wastebaskets/rinse buckets, including lids, were not being emptied daily or cleaned and sanitized when visibly soiled.
28. The manufacturer's directions for the cleaning product were not followed.
29. The solution used for sanitizing was not a commercial product registered by the United States Environmental Protection Agency as a sanitizer.
30. Other [ ].

Furniture, materials and equipment must be maintained according to the cleaning and sanitizing schedule in Appendix A to this rule. Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. Provide staff training. A written response for this rule noncompliance is required at this time.

Risk Level: Low

Corrective Action Plan Due: 06/28/2024

Domain:02 Safe & Sanitary Environment

Rule: 5101:2-12-13 Sanitary Equipment and Environment
Code: The program is required to provide a clean restroom with the appropriate materials available.

Allegation: Complainant alleged that the environment is not clean.

Determination: Substantiated

Findings: During the inspection, it was determined that unsanitary conditions, as noted in numbers 4, 5 & 9 below, were in the restrooms:

1. There was no liquid soap.
2. There was no toilet paper.
3. There were no paper towels.
4. The toilet cleaning brush was accessible to the children.
5. The plungers were accessible to the children.
6. The toilet(s) were not flushed.
7. The trash was not emptied from the day before.
8. There was a strong urine odor.
9. Other: clothing items, used toilet paper and potty seats were observed directly on the restroom floors

The restroom(s) must be kept sanitary at all times. Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. Provide staff training. A written response for this rule noncompliance is required at this time.

Risk Level: Low

Corrective Action Plan Due: 06/28/2024

Domain:02 Safe & Sanitary Environment

Rule: 5101:2-12-13 Sanitary Equipment and Environment
Code: The program is required to provide equipment and materials that are easy to clean.

Allegation: Complainant alleged that the environment is not clean.

Determination: Substantiated

Findings: During the inspection, it was determined that at least one piece of equipment, furnishings, or material at the program was not constructed of materials to facilitate cleaning as noted in numbers 1 & 6 below:

1. The material on the small potty seats had tears.
2. The material was not washable.

3. The material was porous.
4. The surface was cracked.
5. The surface was repaired, but in a manner that still did not facilitate cleaning.
6. Other: the changing pad had stains that were not removed from cleaning.

Equipment, furnishings, and furniture shall be constructed of materials to facilitate cleaning. Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. Provide staff training. A written response for this rule noncompliance is required at this time.

Risk Level: Low

Corrective Action Plan Due: 06/28/2024

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: 5101:2-12-18 Ratio
Code: The program is required to maintain the appropriate staff to child ratio for each group served.

Findings: During the inspection, required staff/child ratios were not maintained for different groups, as noted below:

The ratio determined for the Nursery/Tiny Tots group (younger and older infants combined outside) was 1 Child Care Staff Member for 6 children. Additionally, a ratio of 2 Child Care Staff Members for 15 children was determined for the Twos/Toddlers group (younger and older toddlers combined outside).

Additional staff members must be hired, current Child Care Staff Members must be rescheduled, or current staff need to better understand the rule requirements 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: 06/28/2024

Low Risk Non-Compliances

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