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 Small Hands Big Dreams Learning Centers - Kirtland Inc.	Program Number 2170015504	Program Type Child Care Center
Address 9823 Chillicothe Road Kirtland OH 44094		County LAKE

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 09/08/2026	Begin Time 9:30 AM	End Time 12:00 PM	Reviewer: Jennifer Bartlebaugh

Summary of Findings			
No. Requirements Verified 9	No. Requirements with Non-compliances 0		No. Requirements Compliant 9
No. Serious Risk 0	No. Moderate Risk Findings 0	No. Other Non-compliance Findings 0	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Stingrays- Pre-K	4 years to < 5 years	1 to 10		Arrival Ratio- 9:30AM
Ducklings- Older Infants	12 months to < 18 months	2 to 7		Arrival Ratio- 9:30AM
Butterflies- Toddlers	12 months to < 18 months	2 to 12		Arrival Ratio- 9:30AM
Bees- Toddlers	18 months to < 30 months	1 to 7		Arrival Ratio- 9:30AM

Grasshoppers-Older Toddlers	30 months to < 36 months	2 to 12		Arrival Ratio-9:30AM
Dolphins- PS	3 years to < 4 years	1 to 12		Arrival Ratio-9:30AM
Penguins -Preschool	3 years to < 4 years	2 to 18		Arrival Ratio-9:30AM One small group was inside (1:8) and another small group outside (1:10).

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: 01 Ratio & Supervision

Rule: 5180:2-12-19 Supervision
Code:

Allegation: The alleged rule violation was child care staff members classroom supervision was inadequate.

Determination: Unable to be determined

Findings: Based upon the investigation, the alleged rule violation was unable to be determined due to information obtained. A thorough investigation was conducted, including child care staff member interviews and classroom observation.

Risk Level:

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.

No moderate risk non-compliances were observed during this inspection

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