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 Small Hands Big Dreams Learning Centers-Brunswick,Inc	Program Number 2170015506	Program Type Child Care Center
Address 4898 Center Road Brunswick Hills OH 44212		County MEDINA

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Kathryn Noftz	Inspection Day 07/08/2024	Begin Time 2:15 PM	End Time 4:30 PM
Reviewer(s) Kathryn Noftz	Inspection Day 07/11/2024	Begin Time 9:00 AM	End Time 9:45 AM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
8	3	0	1	2

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Big Dogs(Schoolage)	School-Age to < 11 years	1 to 8	
Butterflies(Toddler)	18 months to < 30 months	1 to 5	
Ducklings (Infants)	12 months to < 18 months	1 to 5	
Bees(Toddler)	18 months to < 30 months	2 to 7	
Bunnies (Infants)	0 to < 12 months	2 to 8	
Dolphins (Preschool)	3 years to < 4 years	2 to 16	

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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: 5101:2-12-19 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.

Allegation: A child was left unsupervised.

Determination: Substantiated

Findings: During the inspection, it was determined that children were left unattended while inside the program as noted in number(s) 2,8 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.
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- A child was able to insert playdough into their ear and required medical attention to remove it.

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.

Risk Level: Moderate

Corrective Action Plan Due: 08/10/2024

Domain:01 Ratio & Supervision

Rule: 5101:2-12-19 Supervision
Code: The program staff is required to meet each child's basic, developmental, behavioral and special needs.

Allegation: A child was not assisted with basic needs.

Determination: Substantiated

Findings: During the inspection, it was determined that child-care staff did not meet the basic needs of a child as noted in number(s) 5 below:

1. Assisting children with toileting
2. Assisting children with handwashing
3. Assisting children with basic hygiene
4. Responding appropriately to a child in distress
5. Assisting a child wiping his/her nose
6. Washing a child's face

7. Assisting a child in tying his/her shoes
8. Assisting a child in changing his/her clothes when needed
9. A child's developmental needs were not met
10. A child's behavioral needs were not met
11. Parental preferences, that were not in conflict with a licensing rule, were not followed

Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. A written response for this rule noncompliance is required at this time.

Risk Level: Low

Corrective Action Plan Due: 08/10/2024

Domain:01 Ratio & Supervision

Rule: 5101:2-12-18 Ratio
Code: The program staff used in ratio are to refrain from other duties that would not allow them to provide appropriate care and supervision of the children in their group.

Allegation: Child care staff members who were used in the staff/child ratio were engaged in other duties.

Determination: Substantiated

Findings: During the inspection, it was determined that Child Care Staff Members who were used in the staff/child ratio were engaged in other duties such as noted in number(s) 6 below and, therefore, were unable to provide appropriate care and supervision to the children:

1. Cooking;
2. Cleaning that interferes with supervision;
3. Paperwork;
4. Talking on the phone for extended time;
5. Engaging in a conversation with a parent for an extended period of time;
6. Other- Engaged in personal cellphone use

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: Low

Corrective Action Plan Due: 08/10/2024

Summary of Additional Non-Compliances

Serious Risk Non-Compliances

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

Moderate Risk Non-Compliances

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