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 08/09/2024	Begin Time 10:45 AM	End Time 12:30 PM
Reviewer(s) Kathryn Noftz	Inspection Day 08/20/2024	Begin Time 10:50 AM	End Time 1:25 PM
Reviewer(s) Kathryn Noftz	Inspection Day 09/09/2024	Begin Time 4:45 PM	End Time 4:55 PM

Summary of Findings				
No. Rules Verified	No. Rules with Non-compliances	No. Serious Risk	No. Moderate Risk	No. Low Risk
7	3	0	1	2

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Dolphins (Preschool)	3 years to < 4 years	2 to 16	Day 1
Dolphins (Preschool)	3 years to < 4 years	2 to 19	Day 2- Dolphins/Big Dogs combined
Bees(Toddler)	12 months to < 18 months	2 to 11	Day 1- Bees/Butterflies combined
Bees(Toddler)	18 months to < 30 months	1 to 7	Day 2
Ducklings (Infants)	12 months to < 18 months	1 to 6	Day 1
Ducklings (Infants)	12 months to < 18 months	1 to 3	Day 2
Bunnies (Infants)	0 to < 12 months	2 to 10	Day 1
Bunnies (Infants)	0 to < 12 months	2 to 9	Day 2
Penguins (Toddler)	30 months to < 36 months	2 to 13	Day 1
Penguins (Toddler)	30 months to < 36 months	2 to 15	Day 2
Big Dogs(Schoolage)	School-Age to < 11 years	2 to 20	Day 1
Butterflies(Toddler)	18 months to < 30 months	1 to 7	Day 2

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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 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.

Allegation: A child care staff member used inappropriate techniques when managing unacceptable behavior in children.

Determination: Substantiated

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; (an infant and preschool child were handled in harsh manner; a child was spoken to in a harsh manner in the preschool room)
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.

Risk Level: Moderate

Corrective Action Plan Due: 10/11/2024

Domain:07 Diapering & Infant Care

Rule: 5101:2-12-23 Diapering and Toilet Training
Code: The program staff is required to change wet or soiled diapers immediately.

Allegation: A child's basic diapering needs were not being met.

Determination: Substantiated

Findings: During the inspection, it was determined that a child's basic diapering needs were not being met in number(s) 1,2 below:

1. Diapers were not checked and immediately changed when needed;
2. Diapers not checked regularly;
3. Diapers not changed when found to be wet or soiled;
4. Other.

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

Risk Level: Low

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

Domain:01 Ratio & Supervision

Rule: 5101:2-12-18 Attendance Records
Code: The program is required to have a method for tracking the children in each group. The tracking method must be updated throughout the day and kept with the group at all times.

Findings: During the inspection, it was determined that the method for tracking children in each group did not meet the requirements of the rule as noted in number(s) 3 below:

1. There was no method in place;
2. The method did not include each child's name;
3. The method did not include each child's date of birth;
4. The tracking method did not remain with the group at all times;
5. The tracking method was not updated throughout the day as children entered or left the group.

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

Corrective Action Plan Due: 10/11/2024