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 The Nest Schools Shaker Heights	Program Number 2170016482	Program Type Child Care Center
Address 3350 Warrensville Center Road Shaker Heights OH 44122		County CUYAHOGA

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 09/01/2026	Begin Time 9:30 AM	End Time 1:00 PM	Reviewer: Jennifer Bartlebaugh

Summary of Findings			
No. Requirements Verified 6	No. Requirements with Non-compliances 2		No. Requirements Compliant 4
No. Serious Risk 0	No. Moderate Risk Findings 1	No. Other Non-compliance Findings 1	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Parrots	4 years to < 5 years	1 to 9		Arrival Ratio-9:30AM
Hummingbirds	0 to < 12 months	2 to 10		Arrival Ratio-9:30AM
Hummingbird C	12 months to < 18 months	1 to 5		Arrival Ratio-9:30AM
Robin C	3 years to < 4 years	1 to 14		Arrival Ratio-9:30AM

Ducklings B	18 months to < 30 months	2 to 12		Arrival Ratio-9:30AM
Ducklings A	12 months to < 18 months	2 to 10		Arrival Ratio-9:30AM
Cardinals B	30 months to < 36 months	2 to 14		Arrival Ratio-9:30AM
Cardinals C	30 months to < 36 months	1 to 7		Arrival Ratio-9:30AM
Robin B	3 years to < 4 years	1 to 12		Arrival Ratio-9:30AM
Penguins A	3 years to < 4 years	1 to 10		Arrival Ratio-9:30AM

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 administrator, child-care staff, and/or employees of the program did not protect or remove a child from a situation, which resulted in a serious incident or injury to a child.

Incident was reported to PCSA.

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 childcare staff member interviews, documentation, and video footage reviewed.

The PCSA disposition report ruled it to be Unsubstantiated.

Risk Level:

Ohio Department of Children & Youth

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.

Domain: **01 Ratio & Supervision**
Rule: 5180:2-12-18 Ratio
Requirement: The program is required to maintain the appropriate staff to child ratio for each group served.
Finding: During the inspection, a ratio of 1 child care staff member for 15 children was determined to have occurred for the Preschool Robin C group that had children ages 3-4 in the classroom.

The following was observed: The licensing specialist and PCSA case worker observed Robin C have a ratio of 1:14 and then another child arrived in the classroom putting them at 1:15 children. During the interview process, multiple staff shared they are out of ratio due to staffing shortage.

Additional child care 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.
Corrective Action Plan Due: 10/18/2026

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.
Domain: **01 Ratio & Supervision**
Rule: 5180:2-12-18 Attendance Records
Requirement: 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.
Finding: During the inspection, it was determined that the method for tracking children in each group did not meet the requirements of the rule.

The following was observed by specialist and PCSA case worker. The program was moving kids to different classrooms, but they were not marking the children in and out of each room. Two classrooms had more children marked in than what was in attendance based on paper and electronic attendance. 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: 10/18/2026