Department of Children & Youth

Licensing Inspection Full 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 Charming Hearts Childcare	Program Number 2200021485	Program Type Child Care Center
Address 5734 ridge rd south parma OH 44129		County CUYAHOGA

Inspection Information			
Inspection Type Annual	Inspection Scope Full	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 08/17/2026	Begin Time 9:15 AM	End Time 12:15 PM	Reviewer: Brittani Aloi

Summary of Findings			
No. Requirements Verified 67	No. Requirements with Non-compliances 8		No. Requirements Compliant 52
No. Serious Risk 0	No. Moderate Risk Findings 1	No. Other Non-compliance Findings 8	No. Technical Assistance Provided 5

License Capacity and Enrollment at the Time of Inspection				
Age Group	License Capacity	Enrollment		
	Totals	Full Time	Part Time	Total
Infant (Birth to < 18 m)		6	0	6
Young Toddler		2	0	2
Total Under 2 ½ Years	17	8	0	8
Older Toddler		6	0	6
Preschool		13	0	13
School Age		7	0	7
Total Capacity/Enrollment	39	26	0	34

Ohio Department of Children & Youth

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Toddlers	18 months to < 30 months	1 to 4	In Compliance	9:30AM
Toddlers	18 months to < 30 months	1 to 4	In Compliance	11:15AM
Infants	0 to < 12 months	1 to 3	In Compliance	11:15AM
Infants	0 to < 12 months	1 to 3	In Compliance	9:30AM
Preschool	3 years to < 4 years	1 to 8	In Compliance	9:30AM Preschool/School age combined
Preschool	3 years to < 4 years	1 to 9	In Compliance	11:15AM Preschool/School age combined

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

Ohio Department of Children & Youth

Moderate Risk Non-Compliances

A moderate 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.

Domain: **04 Indoor/Outdoor Space**

Rule: 5180:2-12-11 Outdoor Play Fall Zones

Requirement: The program is required to provide adequate fall surface for the outdoor play space.

Finding: During the inspection, it was determined that the playground did not have adequate shock-absorbing surface under and around playground equipment.

Any equipment designed for climbing, swinging, bouncing, or sliding should not be placed over, or immediately next to, hard surfaces such as asphalt, concrete, dirt, grass, or flooring covered by carpet or gym mats not intended for use as as surfacing for climbing equipment. Submit the program's corrective action plan, which includes written verification of the discontinued use of this equipment until corrections are made along with a description of the shock-absorbing surface added, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 09/16/2026

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.

Domain: **02 Safe & Sanitary Environment**

Rule: 5180:2-12-12 Safe Environment

Requirement: The program is required to provide an environment that protects the children in care from any items and conditions that may threaten their health, safety, and well-being.

Finding: During the inspection, it was determined that children were not protected from item(s) or condition(s) which may threaten their health, safety, or well-being.

The following was observed: Light switch missing plate cover in Toddler restroom.

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: 09/16/2026

Domain: **04 Indoor/Outdoor Space**

Rule: 5180:2-12-11 Outdoor Play Equipment

Requirement: The program is required to provide equipment that does not pose a safety risk and must follow the manufacturer's guidelines for assembling, installing and using the equipment.

Finding: During the inspection, it was determined that outdoor play equipment was unsafe or not used as intended.

The following was observed: The fall zone was less than 9 feet from each piece of applicable equipment used by children 24 months of age and older, there was not a fall zone of 6 feet in all directions from the perimeter of the equipment used by children 24 months of age and older, the fall zone was less than 6 feet from the fence for equipment used by children 24 months of age and older.

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

Corrective Action Plan Due: 09/16/2026

Domain: **06 Program Information**

Rule: 5180:2-12-14 Transportation and Field Trip Procedures

Requirement: The program is required to obtain written parental permission before leaving the premises and retain the forms for at least one year from the date of the trip. Routine trip permission forms must be updated annually.

Finding: In review of the program's records, it was determined that requirements for written permission from the parent/guardian for a field trip or routine trip were not met.

The following was observed: The written permission was missing a statement notifying parents how their child will be transported.

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

Corrective Action Plan Due: 09/16/2026

Domain: **08 Staff Files**

Rule: 5180:2-12-08 Staff TB Screening Requirements

Requirement: The program is required to have every employee provide evidence of tuberculois (TB) screening prior to the first day of employment.

Finding: In review of the staff records, it was determined that the tuberculosis (TB) screening for 2 of 6 employees, including child care staff members, did not meet the requirement.

The following was observed: A TB screening was not on file.

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

Corrective Action Plan Due: 09/16/2026

Domain: **08 Staff Files**

Rule: 5180:2-12-08 Staff Immunization Records

Requirement: The program is required to have every employee provide immunization records.

Finding: In review of the staff records, it was determined that the immunization records for 1 of 6 employees, including child care staff members, did not meet the requirement.

The following was observed: The immunization record did not have written evidence that the employee is immunized against measles, mumps, and rubella (MMR) and tetanus, diphtheria, and pertussis (Tdap) from a licensed physician.

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

Corrective Action Plan Due: 09/16/2026

Domain: **09 Children's Files**

Rule: 5180:2-12-15 Child Enrollment Records

Requirement: The program is required to have a completed and updated DCY 01234 "Child Enrollment and Health Information For Child Care" or equivalent form on file for each child enrolled.

Finding: In review of 25% of the children's records, it was determined that information had not been secured from the parent/guardian on the DCY 01234 “Child Enrollment Form for Early Care and Education Programs” or equivalent form as required.

The following was observed as missing: Complete parent information, complete emergency contact information, emergency transportation information,

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

Corrective Action Plan Due: 09/16/2026

Domain: **10 Written Policies & Procedures**

Rule: 5180:2-12-16 Emergency Preparedness and Response Plan

Requirement: The program is required to have an emergency preparedness and response plan (EPRP).

Finding: During the inspection, it was determined the program's emergency preparedness and response plan (EPRP) did not meet the requirement or was missing the information.

The following was observed as missing: Medical or dental emergencies, including emergency transportation, emergency numbers for medical, dental, and transport-related emergencies, in addition to 911, a designated safe site where staff and children can safely relocate and remain when evacuated, procedures for communicating with parents during loss of communications, no phone or internet service available.

Make the necessary revisions to the EPRP. Submit the program's corrective action plan, which includes the revised information, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 09/16/2026

Domain: **10 Written Policies & Procedures**

Rule: 5180:2-12-16 Emergency Preparedness and Response Plan

Requirement: The program is required to train child care staff members and employees on the EPRP annually and keep written documentation of the training on-site.

Finding: During the inspection, it was determined the program's emergency preparedness and response plan (EPRP) did not meet the requirement for training child care staff members and employees on the plan annually.

The following was observed: Written documentation of the training was not kept on-site.

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

Corrective Action Plan Due: 09/16/2026

Domain: **04 Indoor/Outdoor Space**
Rule: 5180:2-12-11 Outdoor Play Equipment
Requirement:The program is required to provide equipment that does not pose a safety risk and must follow the manufacturer's guidelines for assembling, installing and using the equipment.
Findings:During the inspection, it was determined that outdoor play equipment was unsafe or not used as intended.

The following was observed: The fall zone was less than 9 feet from each piece of applicable equipment used by children 24 months of age and older, there was not a fall zone of 6 feet in all directions from the perimeter of the equipment used by children 24 months of age and older, the fall zone was less than 6 feet from the fence for equipment used by children 24 months of age and older.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 09/16/2026

Domain: **04 Indoor/Outdoor Space**
Rule: 5180:2-12-11 Outdoor Play Fall Zones
Requirement:The program is required to provide adequate fall surface for the outdoor play space.
Findings:During the inspection, it was determined that the playground did not have adequate shock-absorbing surface under and around playground equipment.

Any equipment designed for climbing, swinging, bouncing, or sliding should not be placed over, or immediately next to, hard surfaces such as asphalt, concrete, dirt, grass, or flooring covered by carpet or gym mats not intended for use as as surfacing for climbing equipment. Submit the program's corrective action plan, which includes written verification of the discontinued use of this equipment until corrections are made along with a description of the shock-absorbing surface added, to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 09/16/2026

Domain: **06 Program Information**
Rule: 5180:2-12-14 Transportation and Field Trip Procedures
Requirement:The program is required to obtain written parental permission before leaving the premises and retain the forms for at least one year from the date of the trip. Routine trip permission forms must be updated annually.
Findings:In review of the program's records, it was determined that requirements for written permission from the parent/guardian for a field trip or routine trip were not met.
The following was observed: The written permission was missing a statement notifying parents how their child will be transported.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 09/16/2026

Domain: **08 Staff Files**

Rule: 5180:2-12-08 Staff TB Screening Requirements
Requirement:The program is required to have every employee provide evidence of tuberculois (TB) screening prior to the first day of employment.
Findings:In review of the staff records, it was determined that the tuberculosis (TB) screening for 2 of 6 employees, including child care staff members, did not meet the requirement.
The following was observed: A TB screening was not on file.
Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 09/16/2026

Domain: **08 Staff Files**
Rule: 5180:2-12-08 Staff Immunization Records
Requirement:The program is required to have every employee provide immunization records.
Findings:In review of the staff records, it was determined that the immunization records for 1 of 6 employees, including child care staff members, did not meet the requirement.
The following was observed: The immunization record did not have written evidence that the employee is immunized against measles, mumps, and rubella (MMR) and tetanus, diphtheria, and pertussis (Tdap) from a licensed physician.
Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 09/16/2026

Domain: **09 Children's Files**
Rule: 5180:2-12-15 Child Enrollment Records
Requirement:The program is required to have a completed and updated DCY 01234 "Child Enrollment and Health Information For Child Care" or equivalent form on file for each child enrolled.
Findings:In review of 25% of the children's records, it was determined that information had not been secured from the parent/guardian on the DCY 01234 “Child Enrollment Form for Early Care and Education Programs” or equivalent form as required.

The following was observed as missing: Complete parent information, complete emergency contact information, emergency transportation information,

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 09/16/2026

Domain: **10 Written Policies & Procedures**
Rule: 5180:2-12-16 Emergency Preparedness and Response Plan
Requirement:The program is required to have an emergency preparedness and response plan (EPRP).
Findings:During the inspection, it was determined the program’s emergency preparedness and response plan (EPRP) did not meet the requirement or was missing the information.

The following was observed as missing: Medical or dental emergencies, including emergency transportation, emergency numbers for medical, dental, and transport-related emergencies, in addition to 911, a designated safe site

where staff and children can safely relocate and remain when evacuated, procedures for communicating with parents during loss of communications, no phone or internet service available.

Make the necessary revisions to the EPRP. Submit the program's corrective action plan, which includes the revised information, to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 09/16/2026

Domain: **10 Written Policies & Procedures**
Rule: 5180:2-12-16 Emergency Preparedness and Response Plan
Requirement:The program is required to train child care staff members and employees on the EPRP annually and keep written documentation of the training on-site.
Findings:During the inspection, it was determined the program's emergency preparedness and response plan (EPRP) did not meet the requirement for training child care staff members and employees on the plan annually.
The following was observed: Written documentation of the training was not kept on-site.
Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule
Corrective Action Plan Due: 09/16/2026

Technical Assistance Provided

This section documents technical assistance provided to the program when the program demonstrated an overall level of compliance with a rule requirement.

Domain: 02 Safe & Sanitary Environment

Rule: 5180:2-12-13 Sanitary Equipment and Environment

Requirement: The program is to ensure equipment, furnishings, and materials are constructed of materials to facilitate cleaning.

Findings: During the inspection, it was determined the program had equipment or materials or furnishings with material ripped, torn, or not easy to clean as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Requirement: The program is required to provide a clean restroom with the appropriate materials available.

Findings: During the inspection, it was determined the program did not ensure that all toilets were flushed after use as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Domain: 05 Health & Safety

Rule: 5180:2-12-16 Management of Communicable Disease

Requirement: The program is required to post the DCY 08087 "Ohio Communicable Disease Chart".

Findings: During the inspection, it was determined the Communicable Disease chart is not posted as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Domain: 08 Staff Files

Rule: 5180:2-12-10 Health Training Requirements

Requirement: The program is required to have all child care staff members complete training in child abuse and neglect recognition and prevention within sixty days of hire. Staff must complete training in first aid and CPR within the first ninety days of hire.

Findings: During the inspection, it was determined staff have not completed health and safety training(s) as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Domain: 09 Children's Files

Rule: 5180:2-12-15 Child Immunization Records

Requirement: The program is required to have complete child immunization records on file.

Findings: During the inspection, it was determined child's immunization records were not on file or updated annually as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Domain: 10 Written Policies & Procedures

Rule: 5180:2-12-07 Written Program Policies and Procedures

Requirement: The program's policies and procedures are required to include all topics outlined in rule.

Findings: During the inspection, it was determined the program's policies and procedures handbook does not contain all items as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

In Compliance/Not Verified/Previously Verified/Not Applicable

This section documents rule requirements that were assessed as fully compliant, previously verified, not verified during this inspection or not applicable to the program.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-18 License Capacity	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-02 License Visible	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-03 Inspection Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-04 Building Department Inspection	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-04 Fire Inspection	Compliant	Documenting Statement: Please Note: Documentation of a fire inspection without any uncorrected violations must be secured for the program. Secure a new fire inspection by 7/8/27.
Rule: 5180:2-12-04 Fire Inspection	Compliant	Documenting Statement: Although the program had documentation of a current fire inspection without any uncorrected violations at the time of the licensing inspection, the program did not have the fire inspection completed within 12 months from the date of the last fire inspection without any uncorrected violations. Please ensure that fire inspections are completed in accordance with the rule requirements.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-04 Food Service Requirements	Compliant	Documenting Statement: The food service license was observed posted. Following is the audit number and date of expiration: FSO-18-35444, 3/1/27.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-05 Denial, Revocation and Suspension	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-07 Administrator Qualifications	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-07 Administrator Responsibilities/Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-08 Child Care Staff Member Educational Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-08 Orientation Training & Whistle Blower Protection	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-09 Background Check Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-10 Professional Development Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-11 Indoor Space Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-11 Outdoor Space Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-12 Safe Equipment	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-13 Handwashing Requirements	Compliant	Documenting Statement: Staff and children were observed washing hands as required by the rule.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-13 Smoke Free Environment	Compliant	

Rule	Status	Documenting Statement(s), If applicable

5180:2-12-14 Transportation - Driver Requirements	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-14 Transportation - Vehicle Requirements	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-16 First Aid/Standard Precautions	Compliant	Documenting Statement: During the inspection, the program had complete first aid kits available as required.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-16 Incident/Injury Reporting	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-15 Child Health Care Plans	Compliant	Documenting Statement: At the time of the inspection, there were no children currently enrolled who had health conditions.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-17 Daily Schedule	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-17 Materials and Equipment	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-17 Daily Outdoor Play	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-18 Ratio	Compliant	Documenting Statement: Staff/child ratios observed during the inspection were in compliance.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-18 Group Size	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-19 Supervision	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-18 Attendance Records	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-19 Child Guidance	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-22 Meal Preparation and Nutritional Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-21 Evening and Overnight Care	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-23 Infant Bottle and Food Preparation	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-22 Fluid Milk Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-23 Infant Daily Care	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-22 Safe Food Handling/Storage	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-24 Swimming and Water Safety Requirements	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-16 Emergency Postings	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-16 Emergency Drills	Compliant	Documenting Statement: Documentation for completed fire, weather, and emergency/lockdown drills was verified during this inspection.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-21 Mobile Preschools	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-02 Current Information	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-02 Amendments to the License	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-20 Cots and Napping - Practices	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-15 Child Record Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-20 Cots and Napping - Equipment and Environment	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-20 Cribs - Safe Environment and Practices	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-20 Cribs - Placement	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-22 Specialized Diets	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-23 Diapering and Toilet Training - Practices	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-23 2026 Diapering and Toilet Training - Supplies	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-25 2026 Medication Administration Practices	Compliant	Documenting Statement: There were no children on medication at the time of the inspection; however, the method of storage and practices for the administration were reviewed.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-25 2026 Medication Documentation	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-25 2026 Medication Storage	Compliant	