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 Open Hearts 2 Childcare	Program Number 2230028869	Program Type Child Care Center
Address 2704 W.Central toledo OH 43606		County LUCAS

Inspection Information			
Inspection Type Annual	Inspection Scope Full	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 10/22/2026	Begin Time 4:30 PM	End Time 6:40 PM	Reviewer: Heather Sanchez

Summary of Findings			
No. Requirements Verified 67	No. Requirements with Non-compliances 14		No. Requirements Compliant 50
No. Serious Risk 0	No. Moderate Risk Findings 1	No. Other Non-compliance Findings 12	No. Technical Assistance Provided 2

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	12	8	0	8
Older Toddler		4	0	4
Preschool		15	0	15
School Age		0	27	27
Total Capacity/Enrollment	27	19	27	54

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Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
schoolage		2 to 2	In Compliance	combined with preschool on playground 5:45 pm
schoolage		3 to 12	In Compliance	combined with preschool on playground 4:30 pm
Infants		2 to 5	In Compliance	combined with toddlers 4:40 pm
Infants		2 to 4	In Compliance	all groups combined for dinner 6:10 pm
Toddlers		2 to 5	In Compliance	combined with infants 4:40 pm
Toddlers		2 to 4	In Compliance	all groups combined for dinner 6:10 pm
Preschool		3 to 12	In Compliance	4:30 pm combined with school age on playground
Preschool		2 to 2	In Compliance	5:45 pm- combined with school age on playground
Preschool		2 to 4	In Compliance	all groups combined at dinner 6:10 pm

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 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.

The fire truck did not have a fall surface, the merry go round did not have 6 feet of fall surface around the entire thing

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 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: 11/22/2026

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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: the flooring in the toddler room is coming up, creating a tripping hazard

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: 11/22/2026

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: outdoor equipment, the climbing wall on the climber, was not free of conditions that pose a risk of harm to children- there was a step missing, which left 2 screws exposed

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

Corrective Action Plan Due: 11/22/2026

Domain: **05 Health & Safety**

Rule: 5180:2-12-22 Meal Preparation and Nutritional Requirements

Requirement: The program is required to refrain from using televisions, computers, and other screens during meals and snacks.

Finding: During the inspection it was determined that the television was on during dinner. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 11/22/2026

Domain: **05 Health & Safety**

Rule: 5180:2-12-16 Emergency Drills

Requirement: The program is required to complete fire drills, weather drills, and emergency/lockdown drills appropriately.

Finding: During the inspection, it was determined that the required drills were not completed.

The following was observed as not being complete: monthly weather emergency drills (March through September)- March, April, May, July

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

Corrective Action Plan Due: 11/22/2026

Domain: **06 Program Information**

Rule: 5180:2-12-14 Transportation - Driver Requirements

Requirement: The program is required to have all drivers be an employee of the program, a public transportation driver, or employed by a contracted transportation service company and retain a copy of all licenses for drivers employed by the program.

Finding: During the inspection, it was determined that the requirements for drivers was not met.

The following was observed: at least one employee who is responsible for transporting children did not have documentation of completion of the prescribed driver training on file

Remove this individual from transporting children until the requirements are met. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 11/22/2026

Domain: **07 Diapering & Infant Care**

Rule: 5180:2-12-23 Diapering and Toilet Training - Practices

Requirement: The program staff is required to change wet or soiled diapers immediately.

Finding: During the inspection, it was determined that a child's basic diapering needs were not being met.

The following was observed: diapers were not checked and immediately changed when needed- a parent picking up her child was upset because her child's diaper was soaking wet. Parent changed child's diaper before leaving.

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

Corrective Action Plan Due: 11/22/2026

Domain: **07 Diapering & Infant Care**

Rule: 5180:2-12-20 Cribs - Safe Environment and Practices

Requirement: The program is required to provide cribs with mattresses in good condition and sheets that are not too large or too small for the crib.

Finding: During the inspection, it was determined that sheets, mattresses and/or mattress covers did not meet the rule requirement.

The following was observed: 3 bed sheets were too large

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

Corrective Action Plan Due: 11/22/2026

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 3 of 12 employees, including child care staff members, did not meet the requirement.

The following was observed: the immunization records were not on file within the first thirty days from start of employment

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

Corrective Action Plan Due: 11/22/2026

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 tuberculosis (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 3 of 12 employees, including child care staff members, did not meet the requirement.

The following was observed: a TB screening was not on file prior to the first day of employment

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

Corrective Action Plan Due: 11/22/2026

Domain: **08 Staff Files**

Rule: 5180:2-12-08 Child Care Staff Member Educational Requirements

Requirement: The program staff is required to have educational verification on file at the program.

Finding: In review of the staff records, it was determined that verification of a high school education for the child care staff member(s) listed on the Employee Record Chart, did not meet the requirements.

The following was observed: verification of completion of a high school education was not on file; documentation was incomplete or not on file for a high school junior or senior who is enrolled in a career-technical program; documentation was not on file for a high school junior or senior who is also enrolled in a college credit program in child development or early childhood education; documentation was not on file for a high school junior or senior who is enrolled in a Child Development Associate (CDA) training program.

Submit the program’s corrective action plan, which includes a copy of the education verification, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 11/22/2026

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.

Finding: In review of the staff records, it was determined that at least one child care staff member had not completed required health and safety training.

The following was observed: child abuse and neglect recognition and prevention training was not completed within sixty days of hire; first aid training was not completed within ninety days of hire; cardiopulmonary resuscitation (CPR) training was not completed within ninety days of hire

Refer to the Employee Record Chart for the name(s) of the child care staff member(s) who must complete the required health and safety training(s). Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 11/22/2026

Domain: **09 Children's Files**

Rule: 5180:2-12-15 Child Record Requirements

Requirement: The program is required to keep children's records confidential.

Finding: During the inspection, it was determined that children's records had not been kept confidential in that children's name with their allergy hanging on classroom wall. 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: 11/22/2026

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: 05 Health & Safety

Rule: 5180:2-12-16 First Aid/Standard Precautions

Requirement: The program is required to have all the required items in the first aid kit.

Findings: During the inspection, it was determined the program's first aid kit did not contain appropriate materials 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 Incident/Injury Reporting

Requirement: The program is required to complete the DCY 01299 "Incident/Injury Report" for injuries and incidents at the program, provide a copy to the person who picks the child up on the day of the incident, and retain a copy of the form onsite at the program for one year.

Findings: During the inspection, it was determined the program completed the DCY 01299, however did not include supplemental information (not related to the incident) 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
Rule: 5180:2-12-18 License Capacity	Compliant	Documenting Statement: The program was operating within their license capacity limits.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-02 License Visible	Compliant	Documenting Statement: The license was in a location visible to parents as required.

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

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-04 Building Department Inspection	Compliant	Documenting Statement: A copy of the certificate of occupancy was available on-site for review.

Rule: 5180:2-12-04 Building Department Inspection	Compliant	Documenting Statement: On the day of the inspection, the program was operating in compliance with the current building approval(s).

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 9/12/27

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: KROH-DR6HYR: 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
Rule: 5180:2-12-07 Administrator Qualifications	Compliant	Documenting Statement: The administrator has completed the rules review course.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-07 Administrator Responsibilities/Requirements	Compliant	Documenting Statement: The program had at least one Child Care Staff Member with currently valid training in First Aid, Management of Communicable Disease, CPR, and Child Abuse Prevention present and readily accessible during all hours of operation.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-08 Orientation Training & Whistle Blower Protection	Compliant	Documenting Statement: On the day of the inspection, all child care staff members had met orientation training requirements.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-09 Background Check Requirements	Compliant	Documenting Statement: During the inspection, the required documentation regarding background checks was on file for all employees listed.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-10 Professional Development Requirements	Compliant	Documenting Statement: At the time of the inspection, all child care staff members had completed the required amount of professional development training.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-11 Indoor Space Requirements	Compliant	Documenting Statement: The restrooms are used exclusively by the program.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-11 Outdoor Space Requirements	Compliant	Documenting Statement: The outdoor play area is separated from traffic and other hazards by a fence
Rule: 5180:2-12-11 Outdoor Space Requirements	Compliant	Documenting Statement: Children under six months were protected from direct exposure to the sun and sun protection was provided for all children.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-12 Safe Equipment	Compliant	Documenting Statement: Equipment was observed to be in good condition.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-13 Sanitary Equipment and Environment	Compliant	Documenting Statement: The environment, furniture, materials, and equipment were kept in a sanitary condition at all times.

Rule	Status	Documenting Statement(s), If applicable

Rule: 5180:2-12-13 Handwashing Requirements	Compliant	Documenting Statement: Staff were viewed washing their hands, as required by the rule.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-13 Smoke Free Environment	Compliant	Documenting Statement: No smoking was allowed on the premises, and the notice stating that smoking is prohibited was observed posted in a conspicuous place.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-14 Transportation and Field Trip Procedures	Compliant	Documenting Statement: The program uses the DCY sample trip permission form for routine/field trips to secure written permission from parents or guardians.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-14 Transportation - Vehicle Requirements	Compliant	Documenting Statement: The vehicle(s) used by the program to transport children is inspected and licensed by the Ohio State Highway Patrol.
Rule: 5180:2-12-14 Transportation - Vehicle Requirements	Compliant	Documenting Statement: During the inspection, weekly safety inspections were completed and documented, as required.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-16 Management of Communicable Disease	Compliant	Documenting Statement: The DCY 08087 "Communicable Disease Chart" was posted and was readily available to staff and parents.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-15 Child Health Care Plans	Compliant	Documenting Statement: The program had current information on the medical status and the required treatment plan for the children with health conditions.

Rule	Status	Documenting Statement(s), If applicable

Rule: 5180:2-12-16 Emergency Preparedness and Response Plan	Compliant	Documenting Statement: Annual training of the emergency preparedness and response plan was completed by staff.
Rule: 5180:2-12-16 Emergency Preparedness and Response Plan	Compliant	Documenting Statement: During the inspection, the requirements of the rule regarding the emergency preparedness and response plan (EPRP) were discussed.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-17 Daily Schedule	Compliant	Documenting Statement: Daily schedules were observed posted.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-17 Materials and Equipment	Compliant	Documenting Statement: Sufficient equipment was observed in all categories.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-17 Daily Outdoor Play	Compliant	Documenting Statement: Outdoor play was observed for the combined preschool and school age group

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-18 Ratio	Compliant	Documenting Statement: The Appendix A “Staff/Child Ratios, Age Grouping and Maximum Group Size” was posted in a noticeable area at the program as required.
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
Rule: 5180:2-12-18 Group Size	Compliant	Documenting Statement: The group sizes observed on the day of the inspection were in compliance.

Rule	Status	Documenting Statement(s), If applicable

Rule: 5180:2-12-19 Supervision	Compliant	Documenting Statement: Child Care Staff Members were supervising the children and were able to intervene as needed.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-18 Attendance Records	Compliant	Documenting Statement: During the inspection, attendance records were reviewed. Child Care Staff Members were viewed recording the attendance for each child upon arrival and departure. All attendance records met the requirements of the rule and were kept with the group at all times.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-19 Child Guidance	Compliant	Documenting Statement: Appropriate child guidance and behavior management techniques and practices were observed being used during the inspection.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-21 Evening and Overnight Care	Compliant	Documenting Statement: At the time of the inspection, adequate indoor and outdoor lighting was provided during evening hours.
Rule: 5180:2-12-21 Evening and Overnight Care	Compliant	Documenting Statement: The written security plan was reviewed.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-23 Infant Bottle and Food Preparation	Compliant	Documenting Statement: All bottles were warmed in accordance with the rule in a bottle warmer
Rule: 5180:2-12-23 Infant Bottle and Food Preparation	Compliant	Documenting Statement: Bottles and opened food were stored in a refrigerator located in the classroom

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-22 Fluid Milk Requirements	Compliant	Documenting Statement: All infants/toddlers were served

		formula/milk in sufficient amounts to meet the nutritional requirements.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-23 Infant Daily Care	Compliant	Documenting Statement: Appropriate daily written records for all infants were viewed.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-22 Safe Food Handling/Storage	Compliant	Documenting Statement: Food was stored in a safe and sanitary manner.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-24 Swimming and Water Safety Requirements	Compliant	Documenting Statement: During the inspection, the requirements of the rule regarding swimming and water safety were discussed.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-16 Emergency Postings	Compliant	Documenting Statement: During the inspection, the requirements of the rule regarding emergency postings and weather and fire alert plans was discussed.

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

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-02 Current Information	Compliant	Documenting Statement: The program had current information entered in the Ohio Statewide Licensing System.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-02 Amendments to the License	Compliant	Documenting Statement: During the inspection, the requirements of the rule regarding maintaining current information on the license in the Ohio

		statewide licensing system were discussed.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-20 Cots and Napping - Practices	Compliant	Documenting Statement: During the inspection, the requirements of the rule regarding sleeping and napping were discussed.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-15 Child Immunization Records	Compliant	Documenting Statement: At the time of the inspection, 25% of the children's records were reviewed, and the immunization records were complete, as required by the rule.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-15 Child Enrollment Records	Compliant	Documenting Statement: At the time of the inspection, 25% of the children's records were reviewed, and the enrollment records were complete, as required by the rule.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-20 Cots and Napping - Equipment and Environment	Compliant	Documenting Statement: During the inspection, the requirements of the rule regarding sleeping and napping were discussed.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-20 Cribs - Placement	Compliant	Documenting Statement: All cribs were placed 2 feet apart.

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

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-23 2026 Diapering and Toilet Training - Supplies	Compliant	Documenting Statement: During the inspection, the requirements of the rule

		regarding diapering and toilet training were discussed.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-25 2026 Medication Administration Practices	Compliant	Documenting Statement: During the inspection, the requirements of the rule regarding administering medication, topical products and medical foods were discussed.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-25 2026 Medication Documentation	Compliant	Documenting Statement: The program had complete written documentation for administering medication or food supplements.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-25 2026 Medication Storage	Compliant	Documenting Statement: Medication was stored in top cupboard in office