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 Playful Pals Learning Center	Program Number 2230029054	Program Type Child Care Center
Address 3800 Sullivant Ave Columbus OH 43228		County FRANKLIN

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 07/09/2026	Begin Time 4:00 PM	End Time 4:35 PM	Reviewer: JO ELLEN MORTON-CONRAD

Summary of Findings			
No. Requirements Verified 6	No. Requirements with Non-compliances 5		No. Requirements Compliant 1
No. Serious Risk 0	No. Moderate Risk Findings 3	No. Other Non-compliance Findings 2	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
mixed group	12 months to < 18 months	1 to 9		13 mos and up 4:00pm
toddler	18 months to < 30 months	1 to 3		4:10pm
PS	3 years to < 4 years	1 to 3		4:10pm

Department of Children & Youth

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: 00 License & Approvals

Rule: 5180:2-12-04 Building Department Inspection
Code: The program is required to refrain from using space that did not receive building approval and from caring for children in spaces not approved for that age group. The program is required to refrain from using a remodeled or modified space before obtaining building approval. The program is required to maintain building occupancy limitations.

Allegation: It was alleged that all ages are mixed in one room at the center.

Determination: Substantiated

Findings: During the inspection, it was determined that the program was using space for child care in a manner that had not been approved by the Ohio Department of Commerce or the local certified building authority. The following condition(s) were observed: Children under 2 1/2 were being cared for in a part of the building not approved for children under 2 1/2.

Submit the program's corrective action plan, which includes building approval for use of this space, a written statement that the building occupancy limitations are being maintained, or a written statement that it is no longer being used, to the Department to verify compliance with the requirements of this rule.

Risk Level: Moderate

Corrective Action Plan Due: 09/03/2026

Domain: 01 Ratio & Supervision

Rule: 5180:2-12-18 Ratio
Code: The program is required to maintain the appropriate staff to child ratio for each group served.

Allegation: It was alleged there are 15 children with 1 teacher.

Determination: Substantiated

Findings: During the inspection, a ratio of 1 child care staff member(s) for 9 children was determined to have occurred for the mixed group.
The following was observed: 9 children from ages 13 months and up were in a group with 1 CCSM.

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: 09/03/2026

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Domain: 08 Staff Files

Rule: 5180:2-12-08 Child Care Staff Member Educational Requirements
Code: The program staff is required to have educational verification on file at the program.

Allegation: It was alleged some staff do not have complete files.

Determination: Substantiated

Findings: 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: some staff did not have files at the center and they were not listed in the OPR under Playful Pals.

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: 09/03/2026

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Domain: 08 Staff Files

Rule: 5180:2-12-09 Background Check Requirements
Code: The program is required to have documentation from DCY, indicating the individual is eligible to be employed in child care, on file before allowing the staff to have sole responsibility of children.

Allegation: It was alleged some staff do not have background checks on file.

Determination: Substantiated

Findings: During the inspection, it was determined that child care staff member(s) had sole responsibility of children in the school age group(s) and neither a preliminary approval nor the DCY 01176 "Program Notification of Background Check Review for Child Care" were on file as required.
Submit the program's corrective action plan, which includes a copy of the DCY 01176 or a statement that the child care staff member(s) no longer have sole responsibility of children, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 09/03/2026

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Domain: 09 Children's Files

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

Allegation: It was alleged some children attending the childcare do not have files.

Determination: Substantiated

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: - No enrollment form was completed for at least one child
- Emergency transportation information
• Parent/guardian’s signature
• Acknowledgement of Policies and Procedures
• Enrollment form for at least one child was not updated by either the parent or the administrator
• Enrollment form for at least one child was not signed by the administrator

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

Corrective Action Plan Due: 09/03/2026

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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.

No moderate risk non-compliances were observed during this inspection

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.
No other non-compliances were observed during this inspection