Department of Children & Youth

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 Caring Heart's Childcare	Program Number 2240029532	Program Type Child Care Center
Address 8991 Ohio River Rd Suite 1 Wheelersburg OH 45694		County SCIOTO

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) Sarena Powhida	Inspection Day 03/04/2026	Begin Time 9:30 AM	End Time 4:20 PM

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

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Infants	0 to < 12 months	1 to 5	~9:35
Older Toddlers	18 months to < 30 months	2 to 6	~9:35
Preschool	3 years to < 4 years	2 to 9	~9:35

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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:10 Written Policies & Procedures

Rule: 5180:2-12-07 Written Program Policies and Procedures
Code: The program administrator is required to maintain and implement the parent handbook.

Allegation: It was alleged that the program was not following the program's policies regarding hours of operation.

Determination: Substantiated

Findings: The allegation is substantiated in that, during the inspection, it was determined the administrator did not implement the policies and procedures detailed in Appendix B of this rule in that the program was unable to care for children during the listed hours of operation. Technical assistance was provided at the time of the inspection, and as discussed, please correct this rule noncompliance. A written response for this rule noncompliance is required at this time.

Risk Level: Low

Corrective Action Plan Due: 04/12/2026

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

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Low Risk Non-Compliances

No Low Additional Risk Non-Compliances were observed during this inspection