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 Learning Experience	Program Number 2250031479	Program Type Child Care Center
Address 12326 Pearl Road Strongsville OH 44136		County CUYAHOGA

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 07/23/2026	Begin Time 8:25 AM	End Time 11:00 AM	Reviewer: DIANE TRACZYK

Summary of Findings			
No. Requirements Verified 5	No. Requirements with Non-compliances 3		No. Requirements Compliant 2
No. Serious Risk 0	No. Moderate Risk Findings 1	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**
Preppers	30 months to < 36 months	1 to 6		9:00 Older Toddlers and School Agers combined
Infants	0 to < 12 months	1 to 2		9:00
Preschool 2A	3 years to < 4 years	1 to 8		9:00
Preschool 1A	3 years to < 4 years	2 to 10		9:00

Toddler A	18 months to < 30 months	2 to 25		8:45 combined group of Toddlers, Preschoolers and School-agers in Make-Believe room at arrival
Toddler A	18 months to < 30 months	1 to 5		9:00

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 Child Guidance
Code:

Allegation: Complainant alleged that a child's needs were neglected.

Determination: Unable to be determined

Findings: An on-site inspection was conducted with PCSA including classroom and playground observations. Administrative and child care staff members were interviewed. Child records, the program's written policies, the police report, the PCSA intake information, the incident report, heat index/ feels like/ actual temperature records and program self-report were reviewed. Based on a thorough review of all available evidence, the alleged rule violation is unable to be determined.

Risk Level:

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 2 child care staff members for 25 children was determined to have occurred for the mixed age group of toddlers, preschoolers and school-agers in the Make-Believe room.
The following was observed: Enough child care staff members were not present or scheduled to be present.
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: 09/11/2026

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.
Domain: **01 Ratio & Supervision**
Rule: 5180:2-12-19 Supervision
Requirement: The program staff is required to supervise children in their assigned group by sight and hearing. Supervision includes being near enough to respond and reach children immediately including responding to the child's basic needs and protecting them from harm.

Finding: During the inspection, it was determined that children were not being properly supervised.

The following occurred: situational awareness was not maintained by staff members during outdoor play in that staff did not respond appropriately to a child in distress.

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: 09/11/2026

This section includes other rule violations that are observable and/or based on facts.
Domain: **01 Ratio & Supervision**
Rule: 5180:2-12-18 Group Size
Requirement: The program is required to maintain the appropriate group size for each group of children served.
Finding: During the inspection, group size limitations were not maintained for the mixed-age group of toddlers, preschoolers and school-agers as it was determined there were 25 children grouped together. The group size shall not exceed twice the maximum number of children (14) allowed per Child Care Staff Member. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 09/11/2026