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<br>Happy Hearts Learning Academy 2 | Program Number<br>2260033570 | Program Type<br>Child Care Center |
| Address<br>5125 W Broad St Columbus<br>OH<br>43228 | | County<br>FRANKLIN |

| Inspection Information | | | |
|---|---|---|---|
| Inspection Type<br>Complaint | Inspection Scope<br>Partial | Inspection Method<br>On-site Inspection | Inspection Notice<br>Unannounced |
| Inspection Date | Begin Time | End Time | Reviewer: |

| Summary of Findings | | | |
|---|---|---|---|
| No. Requirements Verified<br>13 | No. Requirements with Non-compliances<br>7 | | No. Requirements Compliant |
| No. Serious Risk<br>0 | No. Moderate Risk Findings<br>2 | No. Other Non-compliance Findings<br>7 | No. Technical Assistance Provided |

| Staff-Child Ratios at the Time of Inspection | | | | |
|---|---|---|---|---|
| **Group** | **Age Group/Range** | **Ratio Observed** | **Compliance** | **Comment** |
| Infant/Toddler | 0 to < 12 months | 1 to 4 | | 11:30am |
| Preschool/School Age | 3 years to < 4 years | 1 to 6 | | 11:30am |

## 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.*

**No Allegations were substantiated during this inspection.**

**Domain: 08 Staff Files**

Rule: 5180:2-12-08 Staff Immunization Records
Code: The program is required to have every employee provide immunization records.

Allegation: Required immunization records not on file for all employees.

Determination: Substantiated

Findings: In review of the staff records, it was determined that the immunization records for 3 of 9 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: 08/27/2026

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**Domain: 08 Staff Files**

Rule: 5180:2-12-09 Background Check Requirements
Code: The program is required to have all staff request background checks as required and receive a DCY 01176 or preliminary approval from DCY prior to allowing an individual to engage in assigned duties or be near children.

Allegation: Program employing individuals without required background checks.

Determination: Substantiated

Findings: In review of the staff records, it was determined that background checks did not meet the requirements of the rule for the person(s) listed on the Employee Record Chart.

The following was observed: • The request for a background check for child care was not submitted in the OPR.
• The fingerprints were not submitted electronically according to the process established by BCI.
• The individual(s) had engaged in assigned duties or were near children or otherwise have access to children and preliminary approval from DCY was not on file.

Submit the program's corrective action plan, which includes a copy of the DCY 01176, or a copy of the preliminary approval or a statement that the individual(s) are no longer engaged in assigned duties and are not near children until the preliminary approval has been received, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 08/27/2026

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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: Education verification not on file for child care staff members as required.

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: Verification of completion of a high school education was not on file.

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: 08/27/2026

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**Domain: 08 Staff Files**

Rule: 5180:2-12-08 Staff TB Screening Requirements
Code: The program is required to have every employee provide evidence of tuberculois (TB) screening prior to the first day of employment.

Allegation: Required TB screening not on file for all employees.

Determination: Substantiated

Findings: In review of the staff records, it was determined that the tuberculosis (TB) screening for 3 of 9 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.

Department of Children & Youth

Corrective Action Plan Due: 08/27/2026

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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 a great risk of harm to a child and is observable and/or based on facts.

**No moderate risk non-compliances were observed during this inspection**

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## Other Non-Compliances

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

**Domain**: **01 Ratio & Supervision**

Rule: 5180:2-12-18 Attendance Records

Requirement: The program is required to maintain a record of the arrival and departure of each child. The program is also required to retain the original attendance record at the center for a period of one year.

Finding: During the inspection, it was determined the program did not meet the requirements for keeping an attendance record.

The following was observed: The tracking method did not remain with the group at all times.

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

Corrective Action Plan Due: 08/27/2026

**Domain**: **08 Staff Files**

Rule: 5180:2-12-07 Administrator Responsibilities/Requirements

Requirement: The program administrator is required to maintain current employee records in the Ohio Professional Registry.

Finding: During the inspection, it was determined employment records in the Ohio Professional Registry (OPR) were not created or maintained.

The following was observed: • At least one administrator, employee or child care staff member (including substitutes) had

not created a profile.

• At least one administrator, employee or child care staff member had not created an

employment record for the program on or before their first day of employment.

• At least one administrator, employee or child care staff member had not updated changes to

positions or roles within ten calendar days of the change.

• The administrator had not assigned at least one employee or child care staff member to the

program's organization dashboard.

• At least one individual's schedule was not current.

• At least one individual's position or role did not include an applicable group assignment.

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

Corrective Action Plan Due: 08/27/2026

**Domain**: **08 Staff Files**

Rule: 5180:2-12-07 Administrator Responsibilities/Requirements

Requirement: The program is required to retain documentation for each employee who has left the program in the past three years.

Finding: During the inspection, it was determined that employment records were not maintained on file at the program for the current employees as well as for past employees who had left the program's employment in the past three years.

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

Corrective Action Plan Due: 08/27/2026

**Domain**: **08 Staff Files**

Rule: 5180:2-12-07 Administrator Responsibilities/Requirements

Requirement: The program is required to maintain documentation onsite at the program for each employee.

Finding: During the inspection, it was determined that required staff record documentation was not on file at the program, and was not verified in the OPR, for the employee(s) listed on the Employee Record Chart.

The following was observed: the program had no staff file and no record of the employee's OPIN, and this child care staff member had documented working three days last week on a time card in the lobby of the program

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

Corrective Action Plan Due: 08/27/2026