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<br>HOPES & DREAMS CHILDCARE CENTER | Program Number<br>000000100305 | Program Type<br>Child Care Center |
| Address<br>4490 NORQUEST BLVD YOUNGSTOWN OH 44515 | | County<br>MAHONING |

| Inspection Information | | | |
|---|---|---|---|
| Inspection Type<br>Complaint | | Inspection Scope<br>Partial | Inspection Notice<br>Unannounced |
| Reviewer(s) KATHLEEN BONACCI | Inspection Day<br>10/30/2025 | Begin Time<br>10:51 AM | End Time<br>12:30 PM |

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

| Staff-Child Ratios at the Time of Inspection | | | |
|---|---|---|---|
| **Group** | **Age Group/Range** | **Ratio Observed** | **Comment** |
| Toddler 1 | 12 months to < 18 months | 3 to 8 | Lunch |
| Infant | 0 to < 12 months | 2 to 6 | Sleeping<br>Tummy Time<br>Diaper change |
| Toddler 1 | 18 months to < 30 months | 2 to 11 | Restroom<br>Diaper change |
| Preschool & Pre-K | 3 years to < 4 years | 3 to 13 | Gross motor activity |

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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:07 Diapering & Infant Care**

Rule: 5180:2-12-23 Infant Daily Care
Code: The program is required to provide infant daily care that meets the requirements of the rule.

Allegation: The program did not obtain written permission from the parent prior to bathing an infant.

Determination: Substantiated

Findings: During the inspection, it was determined that the program's infant daily care did not meet the requirements of this rule as noted in number 4 below:

1. Infants could not safely and comfortably sit, crawl, toddle, or walk and play according to the infant's stage of development.
2. Infants were not removed from the crib, swing, infant seat, exercise seat or other equipment throughout the day for individual attention.
3. Each non-crawling infant was not provided the opportunity for tummy time, outside of their crib, each day.
4. Other: The program did not obtain written permission from the parent prior to bathing an infant.

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.

Risk Level: Low

Corrective Action Plan Due: 11/29/2025

## Summary of Additional Non-Compliances

### Serious Risk Non-Compliances

**No Additional Serious Risk Non-Compliances were observed during this inspection**

### Moderate Risk Non-Compliances

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

## Low Risk Non-Compliances

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