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 CHILDTIME LEARNING CENTER	Program Number 000000105137	Program Type Child Care Center
Address 555 WHITE POND DRIVE AKRON OH 44320		County SUMMIT

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

Summary of Findings			
No. Requirements Verified 4	No. Requirements with Non-compliances 2		No. Requirements Compliant
No. Serious Risk 0	No. Moderate Risk Findings 0	No. Other Non-compliance Findings 2	No. Technical Assistance Provided

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
PreK	4 years to < 5 years	2 to 15		1:30 p.m. - Nap time - Day 1
PreK	4 years to < 5 years	1 to 7		10:00 a.m. - Centers - Day 2
Infant 2	12 months to < 18 months	1 to 5		11:00 a.m. - Outdoor Play - Day 2
Infant 1	0 to < 12 months	2 to 3		1:30 p.m. - Infant activities - Day 1

Infant 1	0 to < 12 months	1 to 3		10:00 am. - Infant activities - Day 2
Preschool	3 years to < 4 years	2 to 8		10:00 a.m. - Outdoor play - Day 2
School Age	School-Age to < 11 years	1 to 12		11:30 a.m. - Lunch - Day 2
Toddlers	18 months to < 30 months	2 to 14		11:00 a.m. - Transition - Day 2

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: 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: Program policies regarding behavior issues are not followed.

Determination: Substantiated

Findings: During the inspection, it was determined the administrator did not implement the policies and procedures detailed in the Parent Handbook. The policies regarding Positive Behavior Support and Individual Behavior Support Approach were not followed.
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.

Corrective Action Plan Due: 07/29/2026

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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

Ohio Department of Children & Youth

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