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>The Nest Schools Westlake | Program Number<br>000000304063 | Program Type<br>Child Care Center |
| Address<br>27390 CENTER RIDGE RD WESTLAKE OH 44145 | | County<br>CUYAHOGA |

| Inspection Information | | | |
|---|---|---|---|
| Inspection Type<br>Complaint | | Inspection Scope<br>Partial | Inspection Notice<br>Unannounced |
| Reviewer(s) STACY CARBONE | Inspection Day<br>01/23/2025 | Begin Time<br>4:00 PM | End Time<br>5:00 PM |
| Reviewer(s) STACY CARBONE | Inspection Day<br>03/17/2025 | Begin Time<br>8:50 AM | End Time<br>10:10 AM |

| Summary of Findings | | | | |
|---|---|---|---|---|
| No. Rules Verified | No. Rules with Non-compliances | No. Serious Risk | No. Moderate Risk | No. Low Risk |
| 5 | 4 | 1 | 0 | 3 |

| Staff-Child Ratios at the Time of Inspection | | | |
|---|---|---|---|
| **Group** | **Age Group/Range** | **Ratio Observed** | **Comment** |
| Hummingbirds | 0 to < 12 months | 2 to 7 | |
| Ducklings A | 12 months to < 18 months | 2 to 8 | |
| Ducklings B | 18 months to < 30 months | 2 to 7 | |
| Ducklings C | 12 months to < 18 months | 2 to 7 | |
| Cardinals 2 | 30 months to < 36 months | 2 to 10 | |
| Cardinals A | 18 months to < 30 months | 2 to 11 | |
| Penguins | 3 years to < 4 years | 2 to 12 | |
| Robins | 4 years to < 5 years | 2 to 17 | |
| Meadowlarks | School-Age to < 11 years | 1 to 7 | |

Department of Children & Youth

## 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:01 Ratio & Supervision**

Rule: 5180:2-12-19 Child Guidance
Code: The program staff shall use developmentally appropriate techniques when managing children's behavior and shall not abuse, endanger or neglect children.

Allegation: The complainant alleged that child care staff members used prohibitive guidance and management techniques.

Determination: Substantiated

Findings: During the inspection, it was determined that two Child Care Staff Members had abused, endangered, or neglected a child. Child Care Staff Members, administrators, and owners must always use appropriate guidance and management methods with children and ensure that children are safe at all times. The individuals need to be released from employment immediately. Submit the program's corrective action plan, which includes a statement that the individual is no longer employed, to the Department to verify compliance with the requirements of this rule.

Risk Level: Serious

Corrective Action Plan Due: 03/30/2025

**Domain:01 Ratio & Supervision**

Rule: 5180:2-12-19 Supervision
Code: The program staff is required to meet each child's basic, developmental, behavioral and special needs.

Allegation: The complainant alleged that children's basic needs were not being met.

Determination: Substantiated

Findings: During the inspection, it was determined that child-care staff did not meet the basic needs of a child as noted in number(s) 4 below:

1. Assisting children with toileting
2. Assisting children with handwashing
3. Assisting children with basic hygiene
4. Responding appropriately to a child in distress. Two child care staff did not respond adequately to toddler children crying repetitively for a period of 1 to 2 hours.
5. Assisting a child wiping his/her nose
6. Washing a child's face
7. Assisting a child in tying his/her shoes
8. Assisting a child in changing his/her clothes when needed
9. A child's developmental needs were not met
10. A child's behavioral needs were not met
11. Parental preferences, that were not in conflict with a licensing rule, 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.

Ohio Department of Children & Youth

Risk Level: Low

Corrective Action Plan Due: 04/24/2025

**Domain:01 Ratio & Supervision**

Rule: 5180:2-12-19 Supervision
Code: 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.

Allegation: The complainant alleged that children were not being properly supervised.

Determination: Substantiated

Findings: During the inspection, it was determined that children were not being properly supervised as noted in number(s) 5 below:

1. Child(ren) were not within both sight and hearing of a child care staff member during indoor play.
2. Child(ren) were not within both sight and hearing of a child care staff member during outdoor play.
3. Child(ren) were not within both sight and hearing of a child care staff member more than once.
4. Staff were not physically present in the space and near enough to respond and reach the child(ren) immediately.
5. Other: Staff did not see or respond to a child that bumped their chin on a shelf, fell down, and cried for an extended period of time.

Children must be supervised according to rule and within both sight and hearing of a child care staff member at all times. 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: 04/24/2025

## Summary of Additional Non-Compliances

### Serious Risk Non-Compliances

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

Ohio Department of Children & Youth

## Moderate Risk Non-Compliances

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

## Low Risk Non-Compliances

**Domain:03 Postings & Equipment**

Rule: 5180:2-12-17 Daily Schedule
Code: The program is required to have a balance of activities daily.

Findings: During the inspection, it was determined that the toddler classroom(s) did not have a well-balanced program as noted in number(s) 1 below:

1. The classroom(s) did not provide opportunities for a balance of quiet and active play; in that children have an extended period (1 to 2 hours) of sitting without developmentally appropriate activities.
2. The classroom(s) did not provide activities to promote the children's physical, social-emotional, cognitive and language development;
3. The classroom(s) did not provide opportunities for child initiated activities.

A well-balanced program of activities suitable to the developmental levels and abilities of each child in care shall be implemented on a daily basis. 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: 04/24/2025