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 The Nest Schools Shaker Heights	Program Number 2170016482	Program Type Child Care Center
Address 3350 Warrensville Center Road Shaker Heights OH 44122		County CUYAHOGA

Inspection Information			
Inspection Type Complaint		Inspection Scope Partial	Inspection Notice Unannounced
Reviewer(s) DIANE TRACZYK	Inspection Day 01/10/2025	Begin Time 7:45 AM	End Time 9:30 AM

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

Staff-Child Ratios at the Time of Inspection			
Group	**Age Group/Range**	**Ratio Observed**	**Comment**
Young Infants	0 to < 12 months	2 to 7	1st
Young Infants	0 to < 12 months	2 to 15	2nd Over the ratio and group size requirements
Older Infants-Toddlers	12 months to < 18 months	2 to 15	1st- groups combined in gross motor area Over the ratio and group size requirements
Older Infants-Toddlers	12 months to < 18 months	2 to 18	2nd - groups combined in gross motor area Over the ratio and group size requirements
Older Infants-Toddlers	12 months to < 18 months	3 to 17	3rd - groups combined in gross motor area.

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			Over the maximum group size limit of 12
Older Infants-Toddlers	12 months to < 18 months	4 to 22	4th - groups combined in gross motor area Over the group size limit of 12
Preschoolers	3 years to < 4 years	2 to 25	2nd - groups combined in Pelican room Over the ratio and group size requirements
Preschoolers	3 years to < 4 years	2 to 24	1st - groups combined in Pelicans room
Older Toddlers	30 months to < 36 months	2 to 13	2nd
Older Toddlers	30 months to < 36 months	1 to 7	1st

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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:01 Ratio & Supervision

Rule: 5180:2-12-18 Ratio
Code: The program is required to maintain the appropriate staff to child ratio for each group served.

Allegation: Complainant stated that the program was out of compliance with the staff child ratio requirements.

Determination: Substantiated

Findings: During the inspection, required staff/child ratios were not maintained for different groups on multiple occasions, as noted below:

The ratio determined for the young infants group was 2 Child Care Staff Members for 15 children. Additionally, a ratio of 2 Child Care Staff Members for 15 children, 2:18, 3:17 and 4:22 was determined for the mixed group of older infants and toddlers. Finally, a ratio of 2 Child Care Staff Members for 25 preschoolers was observed.

Additional 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.

Risk Level: Moderate

Corrective Action Plan Due: 02/09/2025

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

Domain:01 Ratio & Supervision

Rule: 5180:2-12-18 Group Size
Code: The program is required to maintain the appropriate group size for each group of children served.

Findings: During the inspection, group size limitations were not maintained for the groups of young infants, older infants/toddlers, and preschoolers as it was determined there were 15 younger infants grouped together, 15, 17, 18 & 22 older infants/toddlers grouped together and 25 preschool children grouped together. The group size shall not exceed twice the maximum number of children allowed per Child Care Staff Member: 12 infants, 14 toddlers and 24 preschoolers. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 02/09/2025

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.

Findings: During the inspection, it was determined that child-care staff did not meet the basic needs of a child as noted in numbers 4, 5 & 10 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
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. 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.

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Corrective Action Plan Due: 02/09/2025

Domain:02 Safe & Sanitary Environment

Rule: 5180:2-12-13 Handwashing Requirements
Code: The program is required to have all staff and children wash their hands as outlined in rule.

Findings: During the inspection, it was determined that handwashing requirements were not followed as listed in number 3 below, as required in rule.

1. At least one staff/child did not wash their hands upon arrival for the day.
2. At least one staff/child did not wash their hands prior to departure.
3. At least one staff did not wash their hands upon entry into a classroom.
4. At least one staff/child did not wash their hands after toileting or assisting a child with toileting.
5. At least one staff/child did not wash their hands after each diaper change or pull-up change.
6. At least one staff did not wash their hands after contact with bodily fluids or cleaning up spills or objects contaminated with bodily fluids.
7. At least one child did not wash their hands after contact with bodily fluids.
8. At least one child did not wash their hands after returning inside after outdoor play.
9. At least one staff did not wash their hands after cleaning or sanitizing or using any chemical products.
10. At least one staff/child did not wash their hands after handling pets, pet cages or other pet objects that have come in contact with the pet.
11. At least one staff did not wash their hands before eating, serving or preparing food or bottles or feeding a child.
12. At least one child did not wash their hands before eating or assisting with food preparation.
13. At least one staff did not wash their hands before and after completing a medical procedure or administering medication.
14. At least one child did not wash their hands after water activities.
15. At least one staff/child did not wash their hands when visibly soiled (must use soap and water).
16. Other [ ].

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: 02/09/2025