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>Primrose School of Westllake | Program Number<br>2180017023 | Program Type<br>Child Care Center |
| Address<br>25400 Center Ridge Road Westlake OH 44145 | | County<br>CUYAHOGA |

| Inspection Information | | | |
|---|---|---|---|
| Inspection Type<br>Complaint | | Inspection Scope<br>Partial | Inspection Notice<br>Unannounced |
| Reviewer(s) PATRICIA REMINGTON | Inspection Day<br>11/21/2024 | Begin Time<br>3:00 PM | End Time<br>4:00 PM |

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

| Staff-Child Ratios at the Time of Inspection | | | |
|---|---|---|---|
| **Group** | **Age Group/Range** | **Ratio Observed** | **Comment** |
| Young PS | 30 months to < 36 months | 2 to 12 | |
| Young toddlers | 18 months to < 30 months | 2 to 9 | |
| Infants | 0 to < 12 months | 3 to 7 | |
| Toddlers | 18 months to < 30 months | 1 to 7 | |
| 4 year olds | 4 years to < 5 years | 2 to 17 | |
| Pre K | 4 years to < 5 years | 1 to 10 | |
| 5 year olds | 5 years to < Kindergarten | 1 to 13 | |
| Preschool | 3 years to < 4 years | 2 to 12 | |
| 3 year olds | 30 months to < 36 months | 2 to 12 | |
| Early Preschool | 30 months to < 36 months | 2 to 10 | |

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.*

**No Complaints were observed during this inspection.**

## Summary of Additional Non-Compliances

### Serious Risk Non-Compliances

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

### Moderate Risk Non-Compliances

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

Department of Children & Youth

## Low Risk Non-Compliances

**Domain:02 Safe & Sanitary Environment**

Rule: 5101:2-12-12 Safe Environment
Code: The program is required to provide an environment that protects the children in care from any items and conditions that may threaten their health, safety, and well-being.

Findings: During the inspection, it was determined that children were not protected from item(s) or condition(s) which may threaten their health, safety, or well-being as noted in number(s) 22 below:

1. Surge protectors/outlets did not have childproof receptacle covers.
2. Open pull cords that are not closed loop.
3. Toys or other items small enough to be swallowed were present in the space where infants and/or toddlers were in care.
4. Electrical/extension cords attached to an object that would not likely result in a severe injury if pulled.
5. Stacked chairs.
6. Employee(s) purse(s).
7. Diaper bags.
8. Television not securely anchored.
9. Small or lightweight pieces of shelving units are not securely anchored to the wall.
10. Smoke detector needing batteries replaced.
11. An area rug did not have a nonskid backing.
12. An area rug presented a tripping hazard.
13. A floor surface that was unsafe in that [ ].
14. No platform was provided for the sink or toilet in the [ ] classroom.
15. The platform provided for the sink or toilet in the [ ] classroom was not sturdy.
16. The platform provided for the sink or toilet in the [ ] classroom posed a safety hazard in that [ ].
17. Telephone cords.
18. Staff member stepped over a barrier/gate while holding a child.
19. Emergency exits were blocked by the following classroom furniture: [ ].
20. A mercury thermometer was being used to take a child's temperature.
21. Methods of ventilation used did not provide protection from rodents, insects, or other hazards.
22. Other, Child had access to an unknown substance and put it in their mouth, while in the classroom.

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: 02/05/2025