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 Heavenly Hands Childcare LLC	Program Number 2190019672	Program Type Child Care Center
Address 1733 Brice Road Reynoldsburg OH 43068		County FRANKLIN

Inspection Information			
Inspection Type Complaint	Inspection Scope Partial	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 07/30/2026	Begin Time 11:30 AM	End Time 1:05 PM	Reviewer: Jada Hightower

Summary of Findings			
No. Requirements Verified 6	No. Requirements with Non-compliances 1		No. Requirements Compliant 5
No. Serious Risk 0	No. Moderate Risk Findings 0	No. Other Non-compliance Findings 1	No. Technical Assistance Provided 0

Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Preschool/Schoolage	3 years to < 4 years	1 to 2		Arrival 11:30AM
Toddler	18 months to < 30 months	1 to 4		Arrival 11:30AM

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.

Domain: 00 License & Approvals

Rule: 5180:2-12-02 Current Information
Code:

Allegation: Complainant alleges that information was not up to date in the Ohio statewide licensing system.

Determination: Unsubstantiated

Findings: Based upon the investigation, the alleged rule violation was determined unsubstantiated due to operating hours in Ohio system is 6:00am-12:00am.

Risk Level:

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

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Moderate Risk Non-Compliances

A moderate risk non-compliance is a licensing rule violation that has the potential to lead to an increased risk of harm to a child and is observable and/or based on facts.

No moderate risk non-compliances were observed during this inspection

Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.
Domain: **01 Ratio & Supervision**
Rule: 5180:2-12-18 Attendance Records
Requirement: The program is required to maintain a record of the arrival and departure of each child. The program is also required to retain the original attendance record at the center for a period of one year.
Finding: During the inspection, it was determined the program did not meet the requirements for keeping an attendance record.
The following was observed: No attendance record was being maintained.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.
Corrective Action Plan Due: 08/30/2026