Department of Children & Youth

Licensing Inspection Full 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 Hearts and Hand Childcare Center	Program Number 2240030832	Program Type Child Care Center
Address 20 Davis Ave enon OH 45323		County CLARK

Inspection Information			
Inspection Type Annual	Inspection Scope Full	Inspection Method On-site Inspection	Inspection Notice Unannounced
Inspection Date 09/18/2026	Begin Time 9:25 AM	End Time 3:30 PM	Reviewer: DIANE GRIGGS

Summary of Findings			
No. Requirements Verified 67	No. Requirements with Non-compliances 13		No. Requirements Compliant 46
No. Serious Risk 0	No. Moderate Risk Findings 0	No. Other Non-compliance Findings 15	No. Technical Assistance Provided 7

License Capacity and Enrollment at the Time of Inspection				
Age Group	License Capacity	Enrollment		
	Totals	Full Time	Part Time	Total
Infant (Birth to < 18 m)		3	0	3
Young Toddler		5	0	5
Total Under 2 ½ Years	58	8	0	8
Older Toddler		0	0	0
Preschool		13	0	13
School Age		0	0	0
Total Capacity/Enrollment	99	13	0	21

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Staff-Child Ratios at the Time of Inspection				
Group	**Age Group/Range**	**Ratio Observed**	**Compliance**	**Comment**
Infant	18 months to < 30 months	3 to 6	In Compliance	all children combined 930am
Infant	12 months to < 18 months	3 to 6	In Compliance	all children combined 1230pm

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

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Other Non-Compliances

This section includes other rule violations that are observable and/or based on facts.

Domain: **02 Safe & Sanitary Environment**

Rule: 5180:2-12-13 Sanitary Equipment and Environment

Requirement: The program is required to provide a clean restroom with the appropriate materials available.

Finding: During the inspection, it was determined that unsanitary conditions were in the Toddler and Preschool restroom:

The following was observed: There was no toilet tissue.

The restroom(s) must be kept sanitary at all times. Submit the program's corrective action plan to the Department to verify compliance with the requirement of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **02 Safe & Sanitary Environment**

Rule: 5180:2-12-13 Sanitary Equipment and Environment

Requirement: The program is required to follow the cleaning schedule for equipment.

Finding: During the inspection, it was determined that the environment, furniture, materials, and/or equipment were not kept in a sanitary condition at all times.

The following was observed: The center was not cleaned daily in that Micky and Minnie chairs, colored square carpet and Mickey character carpets were soiled in toddlers, kitchen and back hall behind kitchen were dirty and cluttered. Floors dirty throughout the building.

The center shall be cleaned daily. Submit the program’s corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **02 Safe & Sanitary Environment**

Rule: 5180:2-12-13 Sanitary Equipment and Environment

Requirement: The program is required to provide equipment and materials that are easy to clean.

Finding: During the inspection, it was determined that at least one piece of equipment, furnishings, or material at the program was not constructed of materials to facilitate cleaning.

The following was observed: Diaper changing pad in toddlers had a tear.

Equipment, furnishings, and furniture shall be constructed of materials to facilitate cleaning.

Submit the program's corrective action plan to the Department to verify compliance with the requirement of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **02 Safe & Sanitary Environment**

Rule: 5180:2-12-12 Safe Equipment

Requirement: The program is required to use equipment, that is safe and hazard free, according to the manufacturer's guidelines. Fans, air conditioners, heat pumps, and space heaters must be inaccessible to children. The program is required to refrain from using trampolines, ball pits and inflatable equipment intended for climbing and bouncing, including but not limited to slides and bounce houses.

Finding: During the inspection, equipment was determined to be unsafe, hazardous to children, or in need of repair.

The following was observed: The equipment had hazardous features: blinds in preschool and infant restroom.

Submit the program’s corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **03 Postings & Equipment**

Rule: 5180:2-12-16 Emergency Postings

Requirement: The program is required to post the fire and weather plans.

Finding: During the inspection, it was determined that the fire and/or weather alert plans did not meet the requirement of the rule.

The following was observed: Weather alert plan was missing details for fire and weather.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **04 Indoor/Outdoor Space**

Rule: 5180:2-12-11 Outdoor Play Equipment

Requirement: The program is required to provide equipment that does not pose a safety risk and must follow the manufacturer's guidelines for assembling, installing and using the equipment.

Finding: During the inspection, it was determined that outdoor play equipment was unsafe or not used as intended.

The following was observed: Outdoor equipment, roof tiles and rust on bikes, chairs and tables was not free of conditions that pose a risk of harm to children.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **04 Indoor/Outdoor Space**

Rule: 5180:2-12-11 Outdoor Space Requirements

Requirement: The program is required to have an outdoor play space free from trash and foreign objects.

Finding: During the inspection, it was determined that the outdoor play space was not free of conditions that pose a risk of harm to children.

The following was observed:

- There were tall weeds.
- There were tree branches.

- There were thistles with prickers.
- The grass needed cut.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **05 Health & Safety**

Rule: 5180:2-12-16 Incident/Injury Reporting

Requirement: The program is required to complete the DCY 01299 "Incident/Injury Report" for injuries and incidents at the program, provide a copy to the person who picks the child up on the day of the incident, and retain a copy of the form onsite at the program for one year.

Finding: In review of the records, it was determined the program did not meet the requirements for completing a DCY 01299 "Incident/Injury Report".

The following was observed: Program information (program name, number, address) was incomplete on the DCY 01299.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **05 Health & Safety**

Rule: 5180:2-12-22 Meal Preparation and Nutritional Requirements

Requirement: The program is required to post the current weekly menu in a noticeable location that is accessible to parents and note any substitutions at the time of the change.

Finding: During the inspection, it was determined that the program's weekly menu did not meet the requirement.

The following was observed: The meal or snack served did not match the posted menu.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **07 Diapering & Infant Care**

Rule: 5180:2-12-23 2026 Diapering and Toilet Training - Supplies

Requirement: The program staff is required to have adequate supplies for diapering available.

Finding: During the inspection, it was determined the required supplies were not available for diaper changing.

The following was observed: There was no separate disposable container for diapers.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **07 Diapering & Infant Care**

Rule: 5180:2-12-20 Cribs - Safe Environment and Practices

Requirement: The program is required to provide cribs with mattresses in good condition and sheets that are not too large or too small for the crib.

Finding: During the inspection, it was determined that sheets, mattresses and/or mattress covers did not meet the rule requirement.

The following was observed:

- At least one sheet was too large.
- At least one sheet was visibly dirty.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **08 Staff Files**

Rule: 5180:2-12-10 Professional Development Requirements

Requirement: The program is required to document the number of days substitute child care staff members work.

Finding: During the inspection, it was determined the program was not documenting the number of days substitute child care staff member(s) worked for a period of eighteen months. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **08 Staff Files**

Rule: 5180:2-12-07 Administrator Responsibilities/Requirements

Requirement: The program administrator is required to maintain current employee records in the Ohio Professional Registry.

Finding: During the inspection, it was determined employment records in the Ohio Professional Registry (OPR) were not created or maintained.

The following was observed:

• At least one administrator, employee or child care staff member had not created an employment record for the program on or before their first day of employment.

• At least one administrator, employee or child care staff member had not updated changes to positions or roles within ten calendar days of the change.

• The administrator had not assigned at least one employee or child care staff member to the program's organization dashboard.

• At least one individual's schedule was not current.

• At least one individual's position or role did not include an applicable group assignment.

• At least one individual's employment had not been end dated.

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **09 Children's Files**

Rule: 5180:2-12-15 Child Enrollment Records

Requirement: The program is required to have a completed and updated DCY 01234 "Child Enrollment and Health Information For Child Care" or equivalent form on file for each child enrolled.

Finding: In review of 25% of the children's records, it was determined that information had not been secured from the parent/guardian on the DCY 01234 “Child Enrollment Form for Early Care and Education Programs” or equivalent form as required.

The following was observed as missing:

• Emergency transportation information

• Parent/guardian’s signature

• Enrollment form for at least one child was not updated by either the parent or the administrator

Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Domain: **10 Written Policies & Procedures**

Rule: 5180:2-12-16 Emergency Preparedness and Response Plan

Requirement: The program is required to have an emergency preparedness and response plan (EPRP).

Finding: During the inspection, it was determined the program’s emergency preparedness and response plan (EPRP) did not meet the requirement or was missing the information.

The following was observed as missing:

• Medical or dental emergencies, including emergency transportation

• Emergency outdoor AND indoor lockdown due to threats of violence, including active shooter, bioterrorism, or terrorism.

• Emergency or evacuation AND relocation procedures due to hazardous materials and spills, gas leaks, or bomb threats; or due to threats of violence which include active shooter,

bioterrorism, or terrorism.

• Emergency numbers for medical, dental, and transport-related emergencies in addition to 9-1-1.

• A designated safe site where staff and children can safely remain when evacuated.

• A designated safe site where staff and children can safely relocate and remain evacuated.

• Contact with local emergency management officials.

Make the necessary revisions to the EPRP. Submit the program's corrective action plan, which includes the revised information, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 10/22/2026

Technical Assistance Provided

This section documents technical assistance provided to the program when the program demonstrated an overall level of compliance with a rule requirement.

Domain: 02 Safe & Sanitary Environment

Rule: 5180:2-12-12 Safe Environment

Requirement: 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 the program did not ensure applicable outlets were covered as required in preschool. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Domain: 03 Postings & Equipment

Rule: 5180:2-12-17 Materials and Equipment

Requirement: The program is required to have enough equipment for all children in care.

Findings: During the inspection, it was determined the program did not have an adequate number of materials and/or equipment in each category required in infant, toddler and preschool. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Requirement: The program is required to provide equipment appropriate for the children in the program in sufficient quantities that all children can be actively involved. Play materials must be accessible to the children and arranged in an orderly manner.

Findings: During the inspection, it was determined the program did not have materials and/or equipment that were appropriate, accessible, orderly, and/or varied in each category as required in that the toddler and preschool rooms had music equipment and infants had transportation equipment that was not developmentally appropriate for the

age group served. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Domain: 05 Health & Safety

Rule: 5180:2-12-16 Management of Communicable Disease

Requirement: The program is required to post the DCY 08087 "Ohio Communicable Disease Chart".

Findings: During the inspection, it was determined the Communicable Disease chart is not posted as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Domain: 08 Staff Files

Rule: 5180:2-12-08 Orientation Training & Whistle Blower Protection

Requirement: The program is required to have staff complete the online staff orientation training. Additionally, the training must be completed before they are permitted to have sole responsibility of children.

Findings: During the inspection, it was determined the employee's orientation is not complete as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Domain: 08 Staff Files

Rule: 5180:2-12-08 Staff TB Screening Requirements

Requirement: The program is required to have every employee provide evidence of tuberculois (TB) screening prior to the first day of employment.

Findings: During the inspection, it was determined verification of TB screening was not on file as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Domain: 09 Children's Files

Rule: 5180:2-12-15 Child Immunization Records

Requirement: The program is required to have complete child immunization records on file.

Findings: During the inspection, it was determined child's immunization records were not on file or updated annually as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

Domain: 10 Written Policies & Procedures

Rule: 5180:2-12-07 Written Program Policies and Procedures

Requirement: The program's policies and procedures are required to include all topics outlined in rule.

Findings: During the inspection, it was determined the program's policies and procedures handbook does not contain all items as required. Technical assistance was offered to support compliance. As discussed, please make the necessary corrections. A written response is not required at this time.

In Compliance/Not Verified/Previously Verified/Not Applicable

This section documents rule requirements that were assessed as fully compliant, previously verified, not verified during this inspection or not applicable to the program.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-18 License Capacity	Compliant	Documenting Statement: The program was operating within their license capacity limits.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-02 License Visible	Compliant	Documenting Statement: The license was in a location visible to parents as required.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-03 Inspection Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-04 Building Department Inspection	Compliant	Documenting Statement: A copy of the certificate of occupancy was available on-site for review.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-04 Fire Inspection	Compliant	Documenting Statement: Although the program had documentation of a current fire inspection without any uncorrected violations at the time of the licensing inspection, the program did not have the fire inspection completed within 12 months from the date of the last fire inspection without any uncorrected violations. Please ensure that fire

inspections are completed in accordance with the rule requirements.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-04 Food Service Requirements	Compliant	Documenting Statement: The food service license was observed posted. Following is the audit number and date of expiration: 170814051BX, 3/1/27.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-05 Denial, Revocation and Suspension	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-07 Administrator Qualifications	Compliant	Documenting Statement: The administrator has completed the rules review course.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-08 Child Care Staff Member Educational Requirements	Compliant	Documenting Statement: All Child Care Staff Members had verification of educational requirements on file at the program.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-09 Background Check Requirements	Compliant	Documenting Statement: During the inspection, the required documentation regarding background checks was on file for all employees listed.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-10 Health Training Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-11 Indoor Space Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-11 Outdoor Play Fall Zones	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-13 Handwashing Requirements	Compliant	Documenting Statement: Children were viewed washing their hands, as required by the rule.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-13 Smoke Free Environment	Compliant	Documenting Statement: A notice was observed posted stating that smoking is prohibited at the program.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-14 Transportation and Field Trip Procedures	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-14 Transportation - Driver Requirements	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-14 Transportation - Vehicle Requirements	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-16 First Aid/Standard Precautions	Compliant	Documenting Statement: During the inspection, the program had complete first aid kits available as required.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-15 Child Health Care Plans	Compliant	Documenting Statement: At the time of the inspection, there were no children currently enrolled who had health conditions.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-17 Daily Schedule	Compliant	Documenting Statement: Daily schedules were observed posted.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-17 Daily Outdoor Play	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-18 Ratio	Compliant	Documenting Statement: Staff/child ratios observed during the inspection were in compliance.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-18 Group Size	Compliant	Documenting Statement: The group sizes observed on the day of the inspection were in compliance.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-19 Supervision	Compliant	Documenting Statement: Child Care Staff Members were supervising the children and were able to intervene as needed.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-18 Attendance Records	Compliant	Documenting Statement: Child Care Staff Members were observed recording the attendance for each child upon arrival and documenting each child's departure.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-19 Child Guidance	Compliant	Documenting Statement: Appropriate child guidance and behavior management techniques and practices were observed being used during the inspection.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-21 Evening and Overnight Care	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-23 Infant Bottle and Food Preparation	Compliant	Documenting Statement: All bottles were labeled as required.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-22 Fluid Milk Requirements	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-23 Infant Daily Care	Compliant	Documenting Statement: Appropriate daily written records for all infants were viewed.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-22 Safe Food Handling/Storage	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-24 Swimming and Water Safety Requirements	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-16 Emergency Drills	Compliant	Documenting Statement: Documentation for completed fire, weather, and emergency/lockdown drills was verified during this inspection.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-21 Mobile Preschools	Not Applicable	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-08 Staff Immunization Records	Compliant	Documenting Statement: All employees had immunization records or exemption documentation on file.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-02 Current Information	Compliant	Documenting Statement: During the inspection, the requirements of the rule regarding maintaining current information in the Ohio Statewide Licensing System were discussed.

Rule	Status	Documenting Statement(s), If applicable

5180:2-12-02 Amendments to the License	Not Applicable

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-20 Cots and Napping - Practices	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-15 Child Record Requirements	Compliant	Documenting Statement: At the time of the inspection, a system to ensure children's records were kept on file for one year was being utilized.

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-20 Cots and Napping - Equipment and Environment	Compliant	Documenting Statement: Cots were placed appropriately and safely during nap time.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-20 Cribs - Placement	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-22 Specialized Diets	Compliant	

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-23 Diapering and Toilet Training - Practices	Compliant	

Rule	Status	Documenting Statement(s), If applicable
Rule: 5180:2-12-25 2026 Medication Administration Practices	Compliant	Documenting Statement: There were no children on medication at the time of the inspection; however, the method of storage and practices for the administration were reviewed.

Rule	Status	Documenting Statement(s), If applicable
5180:2-12-25 2026 Medication Documentation	Compliant	

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Rule	Status	Documenting Statement(s), If applicable
5180:2-12-25 2026 Medication Storage	Compliant	