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>Shining Stars Preschool & Daycare LLC | Program Number<br>2250031413 | Program Type<br>Child Care Center |
| Address<br>2627 Atlantic St NE Warren OH 44483 | | County<br>TRUMBULL |

| Inspection Information | | | |
|---|---|---|---|
| Inspection Type<br>Complaint | | Inspection Scope<br>Partial | Inspection Notice<br>Unannounced |
| Reviewer(s) REBECCA KOTEWICZ | Inspection Day<br>12/23/2025 | Begin Time<br>9:15 AM | End Time<br>11:30 AM |

| Summary of Findings | | | | |
|---|---|---|---|---|
| No. Rules Verified | No. Rules with Non-compliances | No. Serious Risk | No. Moderate Risk | No. Low Risk |
| 7 | 5 | 0 | 3 | 2 |

| Staff-Child Ratios at the Time of Inspection | | | |
|---|---|---|---|
| **Group** | **Age Group/Range** | **Ratio Observed** | **Comment** |
| Infants | 0 to < 12 months | 1 to 4 | |
| Toddlers | 18 months to < 30 months | 1 to 7 | |
| Toddlers | 18 months to < 30 months | 2 to 8 | |
| PS | 3 years to < 4 years | 1 to 11 | including 5 SA |

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

Allegation: Ratio was 1:9 in the toddler (green) room on 12/15/25.

Determination: Substantiated

Findings: During the inspection, a ratio of 1 child care staff member(s) for 9 children was determined to have occurred for the toddler group when the situation in number(s) 15 below occurred: 1. A child care staff member stepped out of the room. 2. A child care staff member had not arrived at work on time. 3. Children were present who were not scheduled to be there. 4. A child care staff member was unable to work. 5. A child was injured in that group. 6. A child arrived in the group before a second staff member was scheduled to arrive with the group. 7. Two groups were combined, and the program did not follow the ratio for the youngest child in the group. 8. A child was transitioning to the next older age group, and the program did not follow the ratio for the youngest child in the group. 9. Ratio was doubled for more than two hours while children were napping. 10. Ratio was doubled while children were napping for a group that included at least one infant. 11. Ratio was doubled while children were napping and there were not enough staff members in the building to meet staff/child ratio. 12. Ratio was doubled in the school age group to allow access to the program, however, the program does not serve only school age children. 13. Both child care staff members did not have a working communication device when one staff member left the group to allow access to the school age only program. 14. The child care staff member did not return to the group after allowing access to the school age only program. 15. Other: There was not enough staff members to cover ratio. Additional child care 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: 01/30/2026

**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 and protecting them from harm.

Allegation: A child was left unattended/unsupervised in the gym and on a separate occasion, a child was unattended/unsupervised in the children's chapel.

Determination: Substantiated

Findings: During the inspection, it was determined that children were left unattended while inside the program as noted in number(s) 2, 3 below: 1. Child(ren) were left unattended once. 2. Child(ren) were left unattended more than once. 3. Child(ren) left the group and were unattended. 4. Child care staff were using a baby monitor to supervise children. 5. Child care staff were using a walkie talkie to supervise children. 6. Child care staff were using mirrors to view children in another room. 7. Child care staff were using a video camera instead of physically being present in the room. 8. Other [ ]. Children must be supervised and within 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: Moderate

Corrective Action Plan Due: 01/30/2026

**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. Corporal punishment is prohibited, as well as any cruel, harsh, unusual or extreme techniques.

Allegation: Child Care staff member is using prohibited disciplinary techniques, grabbing children by the arm, lifting them off their feet and yelling in their faces.

Determination: Substantiated

Findings: During the inspection, it was determined that a Child Care Staff Member had used the inappropriate techniques in number(s) 1 below when managing unacceptable behavior in children: 1. Utilize cruel, harsh, unusual, or extreme techniques; 2. Utilize any form of corporal punishment; 3. Delegate children to manage or discipline other children; 4. Use physical restraints on a child; 5. Restrain a child by prone restraint or any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control; 6. Place children in a locked room or confine children in any enclosed area; 7. Confine children to equipment such as cribs or highchairs; 8. Humiliate, threaten or frighten children; 9. Subject children to profane language or verbal abuse; 10. Make derogatory or sarcastic remarks about children or their families; 11. Punish children for failure to eat or sleep or for toileting accidents; 12. Withhold any food (including snacks and treats), rest or toilet use; 13. Punish an entire group of children due to the unacceptable behavior of one or a few; 14. Isolate and restrict children from all activities for an extended period of time. Child Care Staff Members and other employees must always use appropriate guidance and management methods with children. 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: 01/30/2026

**Domain:08 Staff Files**

Rule: 5180:2-12-08 Orientation Training & Whistle Blower Protection
Code: The program is required to comply with the whistle blower protection requirements.

Allegation: The program did not comply with the whistle blower protection requirements, in that the program threatened to discharge a child care staff member or an employee based on communication with the Department of Children and Youth Early Care and Education Specialist. The program cut the staff members hours.

Determination: Substantiated

Findings: During the inspection, it was determined that the program did not comply with the whistle blower protection requirements, in that the program either discharged, demoted, or suspended an employee or threatened to discharge, demote, or suspend a child care staff member or an employee based solely on the action in number(s) 1, 3 below: 1. Making any good faith oral or written complaint to ODJFS or other agency responsible for enforcing 5104.04 of the ORC. 2. Instituting

Department of Children & Youth

or causing to be instituted any proceeding against the employer under section 5104.04 of the ORC. 3. Acting as a witness in any proceeding under section 5104.04 of the ORC. 4. Refusing to perform work that constitutes a violation of Chapter 5104 or rules of 5104 of the ORC. Submit the program's corrective action plan to the Department to verify compliance with the requirements of this rule.

Risk Level: Low

Corrective Action Plan Due: 01/30/2026

## 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**

### Low Risk Non-Compliances

**Domain:05 Health & Safety**

Rule: 5180:2-12-16 Incident/Injury Reporting
Code: The program is required to submit notification of a serious incident in OCLQS by the next business day.

Department of Children & Youth

Findings: During the inspection, it was determined that a Serious Incident was not reported in the Ohio Child Licensing and Quality System (OCLQS), as required, by the program administrator or designee for an incident(s) as listed in number(s) 2, 4 below: 1. An incident, injury or illness that required professional medical consultation or treatment. 2. An unusual or unexpected incident which jeopardizes the safety of a child, child care staff member or employee of the program. 3. An incident defined as a serious risk non-compliance in appendix A to rule 5101:2-12-03 of the Administrative Code. 4. The program did not submit the report in OCLQS by the next business day as required by rule. Submit the program's corrective action plan, which includes a statement that the program administrator or designee has completed the Serious Incident Report in OCLQS, to the Department to verify compliance with the requirements of this rule.

Corrective Action Plan Due: 01/30/2026