



**Bright from the Start Georgia Department of Early Care and Learning**  
**2 Martin Luther King Jr. Drive SE, 670 East Tower**  
**Atlanta, GA 30334**

Phone: (404) 657-5562 WWW.DECAL.GA.GOV

**Date:** 9/17/2019    **VisitType:** Licensing Study    **Arrival:** 9:00 AM    **Departure:** 1:50 PM

**CCLC-38142**

**KinderCare Learning Center**

4540 Nelson Brogdon Blvd Sugar Hill, GA 30518 Gwinnett County  
 (678) 482-2356 sugarhill@rainbowccc.com

**Regional Consultant**

Malissa Champion  
 Phone: (770) 357-4925  
 Fax: (770) 357-4924  
 malissa.champion@decal.ga.gov

**Mailing Address**  
 Same

**Quality Rated:** ★ ★

<b>Compliance Zone Designation</b>			<b>Compliance Zone Designation</b> - A summary measure of a program's 12 month monitoring history, as it pertains to child care health and safety rules. The three compliance zones are good standing, support, and deficient.  <b>Good Standing</b> - Program is demonstrating an acceptable level of performance in meeting the rules. <b>Support</b> - Program performance is demonstrating a need for improvement in meeting rules. <b>Deficient</b> - Program is not demonstrating an acceptable level of performance in meeting the rules.
09/17/2019	Licensing Study	Good Standing	
06/20/2019	Monitoring Visit	Good Standing	
11/05/2018	Licensing Study	Good Standing	

**Ratios/License Capacity**

Building	Room	Age Group	Staff	Children	NC/C	Max 35 SF.	35 SF. Comp.	Max 25 SF.	25 SF. Comp.	Notes	
Main	A - 1L	Infants and One Year Olds	1	4	C	8	C	NA	NA	Free Play, Nap	
Main	B - 2L	One Year Olds	1	4	C	8	C	NA	NA	Free Play	
Main	C - 3L	One Year Olds	1	7	C	12	C	NA	NA	Free Play	
Main	D - 4L	Two Year Olds	2	9	C	12	C	NA	NA	Transitioning	
Main	F - Back R		0	0	C	30	C	NA	NA		
Main	G - 3R	Three Year Olds	1	9	C	16	C	NA	NA	Centers	
Main	H - 2R	Three Year Olds	2	11	C	20	C	NA	NA	Outside	
Main	I - 1R	PreK	2	21	C	20	NC	NA	NA	Centers	
Total Capacity @35 sq. ft.:					126	Total Capacity @25 sq. ft.:					0
Total # Children this Date: 65			Total Capacity @35 sq. ft.:			126	Total Capacity @25 sq. ft.:				0

Building	Playground	Playground Occupancy	Playground Compliance
Main	A - Right	118	C
Main	B - Garden	5	C
Main	C - Back	107	C
Main	D - Left	44	C

**Comments**

The purpose of this visit was to conduct a licensing study and to follow up on the previous visit conducted on June 20, 2019.

Plan of Improvement: Developed This Date 09/17/2019

Any rule violation which subjects a child to injury or life-threatening situation or any rule violations previously cited but not corrected, may result in the imposition of an adverse enforcement action. Serious or continued noncompliance may also jeopardize participation in one or more DECAL program(s).



Please refer to the website, <http://www.dec.state.ga.us/CCS/Regulations.aspx>, for information regarding October 1, 2018 rule changes about Criminal Records Checks that may affect your facility. In summary,

- New records checks will be required to be completed if a staff member experiences a six month break in service from the child care industry
- New clearance is required at least once every five years
- Any staff member solely responsible for supervising children will be required to have completed a comprehensive background clearance
- All staff members are required to have completed at least a national fingerprint based clearance check
- Any staff member with only the national fingerprint based clearance, must be under constant and direct supervision of a staff member with a satisfactory comprehensive records check clearance
- Facilities are required to use DECAL KOALA for Criminal Records Checks, including to verify portability of an employee

O.C.G.A. Section 42.1.12(i)(2) requires Bright from the Start: Georgia Department of Early Care and Learning to notify licensed child care programs on accessing and retrieving from the Georgia Bureau of Investigation's (GBI) website a list of the names and addresses of all registered sexual offenders. Please see GBI's website located at <http://gbi.georgia.gov> to access the Georgia Sex Offender Registry.

---

#### Refutation Process:

You have the right to refute any of the citations noted in this report with which you disagree. To refute a citation(s), e-mail the following information to [CCSRefutations@dec.state.ga.us](mailto:CCSRefutations@dec.state.ga.us).

- 1) Facility name, license number and visit date
- 2) Your name, title/relationship to the facility, e-mail address & up to two phone number(s) where you can be reached
- 3) Specific rule number(s) that you are refuting, along with your concerns or questions regarding the rule citation

Refutations must be submitted to Child Care Services (CCS) within 10 business days of the completion date.

A sample form for submitting a refutation can be found at: <http://dec.state.ga.us/ChildCareServices/RefutationInformation.aspx>

Your refutation will be forwarded to the appropriate CCS manager, who will follow up with you about your concerns. If you have any questions about this process, contact our office at 404-657-5562.

---

Bright from the Start recommends that all licensed child care providers carry liability insurance coverage sufficient to protect its clients. If you do not have this liability insurance, you are required to post a notice with ½ inch letters in a conspicuous location in the program, notify the parent or guardian of each child in care in writing, obtain their signature to acknowledge receipt and maintain this written acknowledgment on file at the program at all times while the child attends the program and for 12 months after the child's last date of attendance. (O.C.G.A. Section 20-1A-4)



#### Important New Deadlines:

Your program must be Quality Rated by December 31, 2020 in order to continue to receive Childcare and Parent Services (CAPS).

Get started today! Sign up by completing a short online application: <https://qualityrated.dec.state.ga.us/>  
Request free technical assistance to help you earn your star rating by contacting the Quality Rated help desk at 855-800-7747 or [qualityrated@dec.state.ga.us](mailto:qualityrated@dec.state.ga.us)

---

Chioma Akunwanne, Program Official

Date

Malissa Champion, Consultant

Date



Bright from the Start Georgia Department of Early Care and Learning  
2 Martin Luther King Jr. Drive SE, 670 East Tower  
Atlanta, GA 30334  
Phone: (404) 657-5562 WWW.DECAL.GA.GOV

### Findings Report

**Date:** 9/17/2019    **VisitType:** Licensing Study    **Arrival:** 9:00 AM    **Departure:** 1:50 PM

**CCLC-38142**

**KinderCare Learning Center**

4540 Nelson Brogdon Blvd Sugar Hill, GA 30518 Gwinnett County  
(678) 482-2356 sugarhill@rainbowccc.com

**Mailing Address**  
Same

**Regional Consultant**

Malissa Champion

Phone: (770) 357-4925

Fax: (770) 357-4924

malissa.champion@decal.ga.gov

The following information is associated with a Licensing Study:

### Activities and Equipment

**591-1-1-.12 Equipment & Toys(CR)**

**Met**

**Comment**

A variety of equipment and toys were observed throughout the center.

**591-1-1-.35 Swimming Pools & Water-related Activities(CR)**

**Met**

**Comment**

Center does not provide swimming activities.

### Children's Records

**591-1-1-.08 Children's Records**

**Met**

**Comment**

Records were observed to be complete and well organized.

### Facility

**591-1-1-.06 Bathrooms**

**Not Met**

**Finding**

591-1-1-.06(4) requires a Center first licensed after March 1, 1991, and Centers that remodel or add to existing plumbing facilities, to have the bathroom area fully enclosed and ventilated to the outside of the building with either an open screened window or functioning exhaust fan and duct system and requires Centers without fully enclosed bathrooms to ensure there is adequate ventilation to control odors and adequate sanitation measures to prevent the spread of contagious diseases. It was determined based on observation that there was not a functioning exhaust fan in the boy's and girl's bathrooms in Classroom H on this date.

**POI (Plan of Improvement)**

The Center will fully enclose and ventilate bathroom areas, as required, and will provide adequate ventilation and sanitation in bathrooms that are not fully enclosed.

**Correction Deadline: 10/17/2019**

---

**591-1-1-.19 License Capacity(CR)** **Met**

**Comment**

Licensed capacity observed to be routinely met by center.

---

**591-1-1-.25 Physical Plant - Safe Environment(CR)** **Not Met**

**Finding**

591-1-1-.25(13) requires that potentially hazardous equipment, materials and supplies be stored in a locked area inaccessible to children. It was determined based on observation that the following hazards were accessible to children in an unlocked cabinet in Classroom I on this date:

- One spray bottle of glass cleaner.
- One bottle of restroom cleaner.
- Two bottles of disinfectant cleaner.

**POI (Plan of Improvement)**

The Center will identify all hazardous items and keep them in a locked area inaccessible to children. The Center will inform all Staff about hazardous items and the safe storage of those items.

**Correction Deadline: 9/17/2019**

**Finding**

591-1-1-.25(3) requires the Center and surrounding premises to be kept clean, free of debris and in good repair. Hygienic measures such as, but not limited to, screened windows and proper waste disposal procedures shall be utilized to minimize the presence of rodents, flies, roaches and other vermin at the Center. It was determined based on observation that two window screens in Classroom G were torn and not in good repair on this date.

**POI (Plan of Improvement)**

The Center will have the Center and surrounding areas cleaned, make repairs where needed, and remove all debris is removed. The Center will implement a plan to keep areas clean and in good repair that includes regular monitoring.

**Correction Deadline: 9/17/2019**

---

**591-1-1-.26 Playgrounds(CR)** **Met**

**Comment**

Playground observed to be clean and in good repair. Consultant discussed monitoring the playground and fence surrounding the playground area for normal wear and tear (i.e. exposed roots, resilient surface levels, entrapment hazards, etc.) with the director on this date.

**Food Service**

---

**591-1-1-.15 Food Service & Nutrition** **Met**

**Technical Assistance**

591-1-1-.15 - Please ensure that bottles are covered and fully labeled with child's full name.

**Comment**

Center menu meets USDA guidelines.

---

**591-1-1-.18 Kitchen Operations** **Met**

**Comment**

Kitchen appears clean and well organized.

**Health and Hygiene**

---

**591-1-1-.07 Children's Health** **Met**

**Correction Deadline: 6/20/2019**

Corrected on 9/17/2019

.07(5) - The previous citation was observed to be corrected on this date. Consultant did not observe any children to be wearing hazardous items on this date.

---

**591-1-1-.10 Diapering Areas & Practices(CR)** **Met**

**Comment**

Staff state proper knowledge of diapering procedures.

---

**591-1-1-.17 Hygiene(CR)** **Met**

**Comment**

Proper hand washing observed throughout the center.

---

**591-1-1-.20 Medications(CR)** **Met**

**Comment**

The Provider currently does not dispense/administer medication.

<b>Policies and Procedures</b>
--------------------------------

---

**591-1-1-.21 Operational Policies & Procedures** **Met**

**Comment**

Consultant observed complete emergency drills documentation on this date.

---

**591-1-1-.27 Posted Notices** **Met**

**Technical Assistance**

591-1-1-.27 - Please make sure that all required signs are posted and up to date.

---

**591-1-1-.29 Required Reporting** **Met**

**Comment**

Discussed reporting requirements.

<b>Safety</b>
---------------

---

**591-1-1-.05 Animals** **Met**

**Comment**

Center does not keep animals on premises.

---

**591-1-1-.11 Discipline(CR)** **Met**

**Comment**

Age-appropriate discussion and/or redirection observed.

---

**591-1-1-.13 Field Trips(CR)** **Met**

**Comment**

Field trip documentation observed to be complete.

---

**591-1-1-.36 Transportation(CR)** **Met**

**Comment**

The vehicle had an approved fire extinguisher on this date.

**Correction Deadline: 11/6/2018**

Corrected on 9/17/2019

.36(7)(d)1. - The previous citation was observed to be corrected on this date. Complete documentation of transportation observed.

**Correction Deadline: 11/5/2018**

Corrected on 9/17/2019

.36(7)(d)2. - The previous citation was observed to be corrected on this date. Complete documentation of transportation observed.

**Sleeping & Resting Equipment**

**591-1-1-.30 Safe Sleeping and Resting Requirements(CR)**

**Met**

**Comment**

Discussed SIDS and infant sleeping position.

**Correction Deadline: 6/20/2019**

Corrected on 9/17/2019

.30(2)(c) - The previous citation was observed to be corrected on this date. Consultant observed children napping in safety-approved cribs on this date.

**Staff Records**

**Records Reviewed: 15**

**Records with Missing/Incomplete Components: 4**

Staff # 2 Not Met

Date of Hire: 09/17/2019

"Missing/Incomplete Components"

.09-Criminal Records Check Missing

Staff # 5 Not Met

Date of Hire: 09/17/2019

"Missing/Incomplete Components"

.09-Criminal Records Check Missing

Staff # 9 Not Met

Date of Hire: 08/16/2018

"Missing/Incomplete Components"

.33(3)-Health & Safety Certificate

Staff # 13 Not Met

Date of Hire: 08/03/2018

"Missing/Incomplete Components"

.09-Criminal Records Check Missing

**591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)**

**Not Met**

**Comment**

Director provided six files for employees hired since last visit on June 20, 2019.

**Finding**

591-1-1-.09(1)(a) requires that a Center ensure that every actual and potential Director, Employee and Provisional Employee of a Child Care Learning Center submit both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site. It was determined based on a review of records that one (1) of 12 staff members did not have evidence of submitting a Records Check Application to the Department or Fingerprints to an authorized fingerprint site on this date.

**POI (Plan of Improvement)**

IMMEDIATE CORRECTION - The Center will ensure that every actual and potential Director, Employee and Provisional Employee of a Child Care Learning Center submit both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site as required. The program's owner or an officer/member of the corporation must view the A to Z Background Check video units pertaining to this records check rule and return the signed affidavit within one week from this visit date. The Center will view the A to Z Background Check video units to ensure the CRC rules are maintained.

**Correction Deadline: 9/17/2019**

**Finding**

591-1-1-.09(1)(c) requires the Center to ensure that every Employee has a valid and current satisfactory Comprehensive Records Check Determination on file prior to being present at the Center while any child is present for care or before an individual age 17 or older resides in the Center. The Comprehensive Records Check Determination must have a Records Check Clearance Date that is no older than the preceding 12 months of the hire date; provided, however, if the Employee has had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, a new satisfactory Comprehensive Records Check Determination is required. It was determined based on a review of records that two (2) of 12 staff did not have evidence of a satisfactory comprehensive records check determination on this date. A one day letter was left on this date.

**POI (Plan of Improvement)**

IMMEDIATE CORRECTION - The Center will ensure that every Employee has a valid and current satisfactory Comprehensive Records Check Determination on file prior to being present at the Center while any child is present for care or before an individual age 17 or older resides in the Center. The Comprehensive Records Check Determination must have a Records Check Clearance Date that is no older than the preceding 12 months of the hire date; provided, however, if the Employee has had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, a new satisfactory Comprehensive Records Check Determination is required. The program's owner or an officer/member of the corporation must view the A to Z Background Check video units pertaining to this records check rule and return the signed affidavit within one week from this visit date. The center will view the A to Z Background Check video units to ensure the CRC rules are maintained.

**Correction Deadline: 9/17/2019**

**Finding**

591-1-1-.09(1)(j) requires that for portability for Directors, Employees and Provisional Employees, excluding Students-in-Training, only the most recently issued determination letter is eligible for portability and must be ported electronically. A Center may accept a satisfactory Fingerprint Records Check Determination letter or a satisfactory Comprehensive Records Check Determination letter issued by the Department if the Records Check Clearance Date is within the preceding 12 months from the hire date, the individual has not had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, and the Center does not know or reasonably should not know that the individual's satisfactory status has changed. It was determined based on review of records the center did not port the most recently issued criminal record check letter for one (1) therapist providing services on this date.

**POI (Plan of Improvement)**

IMMEDIATE CORRECTION - The Center will ensure that only the most recently issued determination letter is electronically ported for Directors, Employees and Provisional Employees, excluding Students-in-Training. A Center may accept a satisfactory Fingerprint Records Check Determination letter or a satisfactory Comprehensive Records Check Determination letter issued by the Department if the Records Check Clearance Date is within the preceding 12 months from the hire date, the individual has not had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, and the Center does not know or reasonably should not know that the individual's satisfactory status has changed. The program's owner or an officer/member of the corporation must view the A to Z Background Check video units pertaining to this records check rule and return the signed affidavit within one week from this visit date. The Center will view the A to Z Background Check video units to ensure CRC rules are maintained.

**Correction Deadline: 9/17/2019**

---

**591-1-1-.14 First Aid & CPR****Met****Comment**

Complete first aid kits observed in center and on vehicles.

**Comment**

Evidence observed of 100% of center staff certified in First Aid and CPR.

---

**591-1-1-.33 Staff Training**

**Not Met**

**Finding**

591-1-1-.33(3) requires each staff member with direct care responsibilities to complete health and safety training at the time of employment that will count toward required annual training: Staff employed prior to September 30, 2016 will complete the training by December 29, 2016 and Staff employed after September 30, 2016 will complete the health and safety training within the first 90 days of employment. It was determined based on a review of records that two (2) of 12 staff members did not complete health and safety training within the first 90 days of employment.

**POI (Plan of Improvement)**

The Center will develop and implement a plan to schedule and track this training for all employees based on their hire dates.

**Correction Deadline: 10/17/2019**

**Finding**

591-1-1-.33(7) requires that evidence of orientation and training be documented in the Personnel file of each Staff member and be available to the Department for inspection. It was determined based on a review of records that three (3) of 12 staff members did not have evidence of orientation documentation training on this date.

**POI (Plan of Improvement)**

The Center will develop and implement procedures to review staff records for documentation of training and orientation, to obtain and place missing documentation in staff records, and to file such documents in staff records on an ongoing basis.

**Correction Deadline: 9/27/2019**

---

**591-1-1-.31 Staff(CR)**

**Met**

**Comment**

Staff observed to be compliant with applicable laws and regulations.

---

**Staffing and Supervision**

---

**591-1-1-.32 Staff:Child Ratios and Group Size(CR)**

**Met**

**Comment**

Center observed to maintain appropriate staff:child ratios.

---

**591-1-1-.32 Supervision(CR)**

**Met**

**Comment**

Staff observed to provide direct supervision and be attentive to children's needs.