



**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:** 1/27/2020    **VisitType:** Licensing Study    **Arrival:** 10:00 AM    **Departure:** 2:40 PM

**CCLC-47739**

**Still Waters Learning Center**

1560 Oakbrook Drive Norcross, GA 30093 Gwinnett County  
(404) 966-8948 Carol.Rateman@stillwaters.academy

**Mailing Address**  
Same

**Regional Consultant**

Candace Gilbert

Phone: (866) 371-4935  
Fax: (866) 371-7713  
candace.gilbert@decals.ga.gov

Joint with: Melissa McFarlin

**Quality Rated:** No

<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.
01/27/2020	Licensing Study	Good Standing	
07/01/2019	Complaint Investigation & Monitoring Visit	Good Standing	
07/01/2019	Complaint Closure	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	1L - Room G		0	0	C	19	C	NA	NA	
Main	1R - Room A - Infant	One Year Olds	1	6	C	8	C	NA	NA	Free Play,Lunch,Transitioning
Main	2L - Room H	Three Year Olds	1	11	C	17	C	NA	NA	Centers
Main	2R - Room B - Preschool 4		0	0	C	39	C	NA	NA	
Main	3R - Room C - Preschool 3	Four Year Olds	1	14	C	34	C	NA	NA	Free Play,Centers
Main	4R - Room D - Toddler 2		0	0	C	16	C	NA	NA	
Main	5R - Room E - Toddler 1	Two Year Olds	1	6	C	11	C	NA	NA	Lunch
Main	Center - Room F		0	0	C	56	C	NA	NA	
Total Capacity @35 sq. ft.:			200			Total Capacity @25 sq. ft.: 0				
Total # Children this Date: 37			Total Capacity @35 sq. ft.:			Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	Playground - Infant - School - Age	50	C

### **Comments**

The purpose of this visit was to conduct a licensing study to follow up to the previous visit conducted on July 1, 2019 . Program has one licensed program and four exempt programs on the same property.

Consultant

Plan of Improvement: Developed This Date 01/27/2020

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.decal.ga.gov/CCS/RulesAndRegulations.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.

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#### 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@decal.ga.gov](mailto:CCSRefutations@decal.ga.gov).

- 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://decal.ga.gov/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.

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**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)





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### Findings Report

**Date:** 1/27/2020 **VisitType:** Licensing Study **Arrival:** 10:00 AM **Departure:** 2:40 PM

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The following information is associated with a Licensing Study:

### Activities and Equipment

**591-1-1-.03 Activities**

**Met**

**Comment**

Consultant reviewed lesson plans to be current

**Correction Deadline: 1/27/2020**

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

**Met**

**Comment**

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

**Comment**

Equipment and furniture observed to be properly secured, as applicable.

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

**Met**

**Comment**

Center does not provide swimming activities.

### Children's Records

**Records Reviewed: 5**

**Records with Missing/Incomplete Components: 0**

Child # 1	Met
Child # 2	Met
Child # 3	Met
Child # 4	Met
Child # 5	Met

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**591-1-1-.08 Children's Records****Technical Assistance****Comment**

Parent authorizations obtained/completed.

**Technical Assistance**

Consultant discussed with provider to ensure that all children's records are completely filled out.

**Correction Deadline: 1/27/2020**

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**Facility**

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

Consultant discussed with provider to ensure that rooms licensed capacity is always met even during nap time.

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**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 consultant's observations that in the PreK/4 year old classroom a first aid kit, an employee's bag, off insect repellent, and various sunscreen accessible to children. Consultant also discussed ensuring that diapering wipes that have keep out of reach of children listed on the bag are inaccessible to children.

**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: 1/27/2020****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 consultant observation that the light bulb in the two year old bathroom was out.

**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: 1/27/2020**

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**591-1-1-.26 Playgrounds(CR)****Met****Correction Deadline: 7/1/2019****Corrected on 1/27/2020**

**.26(9) - Consultant observed playground to be clean and in good repair on this date. Consultant discussed with provider that mulch mound on playground should be monitored and not climbed on by children and that tree stump on infant/toddler playground should be monitored closely as not to be a tripping hazard.**

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**Food Service**

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

Center menu meets USDA guidelines.Center food is catered by Chef Advantage.

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

**Comment**

Kitchen appears clean and well organized. Health Department Score for Chef Advantage was 97 and was conducted on December 5, 2019

**Health and Hygiene**

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

**Not Met**

**Finding**

591-1-1-.10(4) requires that if diapers are changed on a diaper changing surface, the surface shall be smooth, non porous, and equipped with a guard or rails to prevent falls. Between each diaper change, the diaper changing surface shall be cleaned with a disinfectant and dried with a single-use disposable towel. It was determined based on consultant observation that the diaper changing pad in the one year old classroom had not been cleaned after a diaper change and remained soiled for at least 30 minutes while children were outside on the playground. Consultant also discussed with provider proper sanitation techniques for diapering surfaces including following manufactures guidelines for sanitizing and disinfectaning per product used.

**POI (Plan of Improvement)**

The Center will ensure there is a smooth, nonporous changing surface that has a guard or rails for safety in each classroom that houses children wearing diapers. Center Staff will be trained and have adequate supplies to properly clean the diaper changing surface between each diaper change.

**Correction Deadline: 1/27/2020**

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

**Technical Assistance**

**Comment**

Staff were observed to remind children to wash hands.

**Technical Assistance**

591-1-1-.17(2) - Please ensure that all children have shoes on before going outside

**Correction Deadline: 1/27/2020**

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

**Met**

**Comment**

Documentation for medication dispensing observed complete.

**Policies and Procedures**

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

**Met**

**Comment**

Program observed complete emergency drills

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

**Met**

**Comment**

Please make sure that all required signs are posted and up to date. Consultant discussed with provider posting most up to date rule guidelines and most current visits report.

**Safety**

**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.

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

Center does not participate in field trips at this time.

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

Center does not provide routine transportation.

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**Sleeping & Resting Equipment**

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**591-1-1-.30 Safe Sleeping and Resting Requirements(CR)****Not Met****Finding**

591-1-1-.30(1)(b)1 requires that cots and mats are of sound construction and of sufficient size to accommodate comfortably the size and weight of the child; and that mats are in good repair, washable, covered with a waterproof material and at least two inches (2") thick. It was determined based on consultant's observation that multiple mats throughout the center had split edges and seams.

**POI (Plan of Improvement)**

The Center will ensure that cots and mats are of sound construction and of sufficient size to accommodate the size and weight of the child and mats are in good repair, washable, covered with a waterproof material and is at least two inches thick.

**Correction Deadline: 1/27/2020**

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**Staff Records**

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**Records Reviewed: 3****Records with Missing/Incomplete Components: 2**

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Staff # 1

Not Met

Date of Hire: 08/15/2014

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 2

Not Met

Date of Hire: 11/04/2019

"Missing/Incomplete Components"

.09-Criminal Records Check Missing

Staff # 3

Met

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**Staff Credentials Reviewed: 7**

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**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 consultant observation that Staff #5 was present in the child care program without a comprehensive background check or an application for fingerprinting submitted. Consultant observed Staff #5 performing direct care job duties such as feeding lunch, monitoring naptime, engaging in play and diapering in the two year old classroom. Staff #5 provided the sole supervision for children ages one and two years old in the classroom during naptime and while on the playground. Consultant left one day letter at the center.

**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 ensure the CRC rules are maintained.

**Correction Deadline: 1/27/2020****Finding**

591-1-1-.09(1.)(b) requires the Center to ensure that every Director 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 Director 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 consultant observation that Staff #5 was present in the child care program without a comprehensive background check or an application for fingerprinting submitted. Consultant observed Staff #5 performing direct care job duties such as feeding lunch, monitoring naptime, engaging in play and diapering in the two year old classroom. Staff #5 provided the sole supervision for children ages one and two years old in the classroom during naptime and while on the playground. Consultant left one day letter at the center.

**POI (Plan of Improvement)**

IMMEDIATE CORRECTION - The Center will ensure that the Director 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 Director 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 ensure the CRC rules are maintained.

**Correction Deadline: 1/27/2020**

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**591-1-1-.14 First Aid & CPR****Not Met****Comment**

Evidence observed of 50% of center staff certified in First Aid and CPR. One staff member was within 90 days of hire.

**Comment**

Please replace/add missing/expired Neosporin in first aid kit.

**Finding**

591-1-1-.14(3) requires the Center to have a first aid kit in each building of the Center and in any vehicle used by the Center for transportation of children, that contains scissors, tweezers, gauze pads, adhesive tape, thermometer, band-aids, assorted sizes, antibacterial ointment, insect-sting preparation, an antiseptic cleansing solution, triangular bandages, rubber gloves, protective eye wear, a protective face mask, and a cold pack. The first aid kit, together with a first aid instruction manual which must be kept with the kit at all times, shall be stored so that it is not accessible to children but is easily accessible to Staff. It was determined based on consultant observation that the first aid kit was missing protective eye wear.

**POI (Plan of Improvement)**

Center Staff will provide any missing first aid kits, add any missing items to each first aid kit and will develop and use a plan for checking the kits and replacing missing items in each kit in the future. First aid kits and instruction manuals will be stored so that they kits are not accessible to children but are easily accessible to Center Staff.

**Correction Deadline: 2/6/2020**

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

**Not Met**

**Comment**

Discussed: Health and Safety Training is required for each staff member with direct care responsibilities within 90 calendar days of their hire date.

**Technical Assistance**

591-1-1-.33(4) - Consultant discussed with provider that new director must obtain nutrition training by the end of the first year of hire.

**Correction Deadline: 2/26/2020**

**Finding**

91-1-1-.33(5) requires that every calendar year after the first year of employment, all supervisory and caregiver Personnel, except independent contractors, Students-in-Training and volunteers shall attend ten (10) clock hours of diverse training which is task-focused in on-going health, safety and early childhood or child development related topics and which is offered by an accredited college, university or vocational program or other Department-approved source. The annual ten (10) clock hours of training shall be chosen from the following fields: child development, including discipline, guidance, nutrition, injury control and safety; health, including sanitation, disease control, cleanliness, detection and disposition of illness; child abuse and neglect, including identification and reporting, and meeting the needs of abused and/or neglected children; and business related topics, including parental communication, recordkeeping, etc.; provided however that such business related training shall be limited to no more than two (2) of the required ten (10) clock hours of training. Records of completion of such training shall be maintained, as required by these rules. It was determined based on consultant's review of records that not all staff members employed for more than a year completed ten hours of annual training for 2019

**POI (Plan of Improvement)**

The Center will plan and schedule the required 10 hours of annual training each year and follow up to ensure the training is completed.

**Correction Deadline: 2/26/2020**

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

**Not Met**

**Comment**

Staff observed to be compliant with applicable laws and regulations.

**Finding**

591-1-1-.31(2)(b)3.(i) requires that newly hired teachers who do not possess the educational and qualifying child care experience requirements must enroll in a program of study to obtain one of the educational credentials and qualifying experience requirements as required by these rules within six months after employment at the Center and complete the credential or degree within 18 months after enrollment. It was determined based on consultant's review of records one newly hired lead teacher did not meet the educational requirements for lead teacher, was not enrolled in an educational program and did not have a professional learning plan on file.

**POI (Plan of Improvement)**

The Center will ensure that all teachers will comply with the educational and qualifying child care experience requirements.

**Correction Deadline: 1/27/2020**

**Staffing and Supervision**

**Finding**

591-1-1-.32(1) requires the Center to maintain the required Staff:child ratios as follows: under 1 year or under 18 months if not walking = 1:6; 1 year and walking = 1:8; 2 years = 1:10; 3 years = 1:15; 4 years = 1:18; 5 years = 1:20; and 6 years and older = 1:25. A Center must establish groupings of children for care with maximum group sizes as follows: under 1 year = 12; under 18 months/not walking = 12; 1 year and walking = 16; 2 years = 20; 3 years = 30; 4 years = 36; 5 years = 40; and 6 years and older = 50. It was determined based on consultant observation that at 10:27 am one teacher was on the playground with 11 children whose ages were 1 and 2 years old.

**POI (Plan of Improvement)**

The Center will hire additional Staff or reschedule current Staff to meet required Staff:child ratios and will organize children into groups that meet requirements.

**Correction Deadline: 1/27/2020****Finding**

591-1-1-.32(5) requires that during daytime rest or sleeping periods, at least one Staff person is in each room providing direct supervision of the children and all Staff required by these rules relating to Staff: child ratios are in the Center and available to assure safe evacuation in an emergency. Staff: child ratios may be doubled for children three (3) years and older provided these requirements are met. It was determined based on consultant observation that at 12:48 PM a teacher was observed leaving the two year old classroom during naptime. At 12:50 PM the consultant observed that there were 11 children ages one and two years with one staff member during in naptime in the two year old classroom. The teacher was alone in the room for approximately 7 minutes. Additionally at 1:08 PM consultant observed a teacher leave the three year old classroom during naptime. At 1:10PM the consultant observed that in the PreK/four year old classroom there was one staff member and 25 children; eleven three year old and 14 four year olds. The teacher was alone in the room for more than ten minutes.

**POI (Plan of Improvement)**

The Center will rearrange staff schedules to ensure the required number of staff are in each room and available.

**Correction Deadline: 1/27/2020**

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

Discussed combining children of mixed ages.

**Comment**

Discussed naptime ratios.