



**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: 9/17/2020 **VisitType:** Licensing Study **Arrival:** 1:15 PM **Departure:** 2:30 PM

CCLC-47739

Still Waters Learning Center

1560 Oakbrook Drive Norcross, GA 30093 Gwinnett County
(770) 449-4125 Carol.Rateman@stillwaters.academy

Regional Consultant

Mandi Sloan

Phone: (770) 357-5097

Fax: (770) 357-5098

mandi.sloan@decal.ga.gov

Mailing Address

Same

Quality Rated: No

Compliance Zone Designation			Compliance Zone Designation - 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. Good Standing - Program is demonstrating an acceptable level of performance in meeting the rules. Support - Program performance is demonstrating a need for improvement in meeting rules. Deficient - Program is not demonstrating an acceptable level of performance in meeting the rules.
09/17/2020	Licensing Study	Good Standing	
01/27/2020	Licensing Study	Good Standing	
07/01/2019	Complaint Investigation & Monitoring Visit	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	Not In Use
Main	1R - Room A - Infant		0	0	C	8	C	NA	NA	Not In Use
Main	2L - Room H	Three Year Olds and Four Year Olds	1	6	C	17	C	NA	NA	Centers
Main	2R - Room B - Preschool 4		0	0	C	39	C	NA	NA	Not In Use
Main	3R - Room C - Preschool 3		0	0	C	34	C	NA	NA	Not In Use
Main	4R - Room D - Toddler 2		0	0	C	16	C	NA	NA	Not In Use
Main	5R - Room E - Toddler 1	One Year Olds and Two Year Olds	1	5	C	11	C	NA	NA	Outside
Main	Center - Room F		0	0	C	56	C	NA	NA	Not In Use

Total Capacity @35 sq. ft.: 200

Total Capacity @25 sq. ft.: 0

Total # Children this Date: 11

Total Capacity @35 sq. ft.: 200

Total Capacity @25 sq. ft.: 0

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

Comments

An Administrative Review was conducted on September 17, 2020. Staff files, children's files, training and background checks were all reviewed. A virtual inspection was conducted on September 22, 2020 with the Director. An in-person visit was not conducted due to the COVID 19 pandemic. Compliance with the Executive Order issued on August 15, 2020 was reviewed during the virtual inspection.

Plan of Improvement: Developed This Date 09/17/2020

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.dec.al.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.

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.al.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://dec.al.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.

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.al.ga.gov/>
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.al.ga.gov

Carol Raterman, Program Official

Date

Mandi Sloan, 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: 9/17/2020 **VisitType:** Licensing Study **Arrival:** 1:15 PM **Departure:** 2:30 PM

CCLC-47739

Still Waters Learning Center

1560 Oakbrook Drive Norcross, GA 30093 Gwinnett County
(770) 449-4125 Carol.Raterman@stillwaters.academy

Mailing Address
Same

Regional Consultant

Mandi Sloan
Phone: (770) 357-5097
Fax: (770) 357-5098
mandi.sloan@decals.ga.gov

The following information is associated with a Licensing Study:

Activities and Equipment

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

Met

Comment

Discussed rotating toys to support the procedures of daily disinfecting.

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: 3

Child # 1	Met
Child # 2	Not Met
<u>"Missing/Incomplete Components"</u>	
.08(1)-Emergency Contact information Missing	
Child # 3	Not Met
<u>"Missing/Incomplete Components"</u>	
.08(1)-Emergency Contact information Missing	
Child # 4	Not Met
<u>"Missing/Incomplete Components"</u>	
.08(1)-Emergency Contact information Missing	
Child # 5	Met

Finding

591-1-1-.08(1) requires the Center Staff to maintain a file for each child while such child is in care and for one year after that child is no longer enrolled. In order for the file to be complete, the file shall contain the following: child's name, birth date, sex, address, living arrangement, name of school if applicable; names of both Parents, home and work addresses, and home and work telephone numbers; name(s) and addresses of the person(s) to whom the child may be released including address, telephone numbers, relationship to child and to Parent(s), and other identifying information; name(s) and telephone number(s) of person(s) to contact in emergencies when the Parent cannot be reached; name and telephone number of the child's primary source of health care; and a statement regarding known allergies, physical problems, mental health disorders, mental retardation or developmental disabilities which limit the child's participation in the program. It was determined based on a review of records during the program's administrative review that three of five enrollment records reviewed did not contain the address of the person(s) to whom the child may be released.

POI (Plan of Improvement)

Center staff will develop a plan that includes how to obtain all required information for currently enrolled children and how to ensure this is done for future enrollees as well. The plan will also include how and where to maintain files for the required amount of time. The plan will be implemented and followed.

Correction Deadline: 9/17/2020

Technical Assistance

591-1-1-.08(6) - Consultant discussed with provider to ensure that arrival and departure records include the date, the child's name, the arrival and departure times, and the signature or initials of the Parent or authorized person at the time of arrival and departure.

Correction Deadline: 9/17/2020

Facility

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)

Met

Correction Deadline: 1/27/2020

Corrected on 9/17/2020

.25(13) - The previous citation was corrected on this date as potentially hazardous equipment, materials and supplies were not observed to be accessible to children upon the program's virtual visit.

Correction Deadline: 1/27/2020

Corrected on 9/17/2020

.25(3) - The previous citation was corrected on this date as the center and surrounding premises was observed to be kept clean, free of debris and in good repair upon the program's virtual visit. Further, light bulbs in center's restrooms were observed to be in working order.

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

Met

Comment

A Virtual Visit was conducted due to the COVID-19 pandemic. Playground appeared to be clean and in good repair upon virtual walk through.

Food Service

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

Comment

Center menu meets USDA guidelines.

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

Comment

A Virtual Visit was conducted due to the COVID-19 pandemic. Kitchen appeared to be clean and well organized. Meal service was stated to take place in classrooms rather than in a congregated or communal setting.

Health and Hygiene

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

Correction Deadline: 1/27/2020

Corrected on 9/17/2020

.10(4) - The previous citation was corrected on this date as program staff stated proper knowledge of diapering procedures. Further, staff stated that diaper changing surfaces are sanitized and disinfected immediately after each diaper change.

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

Comment

Staff stated proper knowledge of hand washing procedures for adults and children.

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

Comment

The Provider currently does not dispense/administer medication.

Safety

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

Comment

Center does not keep animals on premises.

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

Comment

A Virtual Visit was conducted due to the COVID-19 pandemic. Discipline was not directly observed during the virtual walk through. Regulations regarding proper discipline were discussed with the Provider on this date.

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

Comment

Center does not participate in field trips at this time.

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

Comment

Center does not provide routine transportation. Provider stated that routine transportation was discontinued in March of 2020 due to the pandemic. Provider stated they are unsure when or if transportation will resume.

Sleeping & Resting Equipment

591-1-1-.30 Safe Sleeping and Resting Requirements(CR)**Met****Correction Deadline: 1/27/2020****Corrected on 9/17/2020**

.30(1)(b)1 - The previous citation was corrected on this date as cots and mats were observed to be of sound construction upon the program's virtual visit. Further, no mats were observed to contain split edges and seams.

Staff Records

Records Reviewed: 2**Records with Missing/Incomplete Components: 0**

Staff # 1

Met

Date of Hire: 02/01/2020

Staff # 2

Met

Date of Hire: 07/23/2018

Staff Credentials Reviewed: 7

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

Director provided two files for employees hired since the last visit conducted on January 27, 2020.

Correction Deadline: 1/27/2020**Corrected on 9/17/2020**

.09(1)(a) - The previous citation was corrected on this date as criminal record check determinations were observed to be complete. Further, employees were observed to have a submitted a records check application to the department and fingerprints to an authorized fingerprinting site.

Correction Deadline: 1/27/2020**Corrected on 9/17/2020**

.09(1)(b) - The previous citation was corrected on this date as criminal record check determinations were observed to be complete as no employees were observed present in the child care program without satisfactory comprehensive background check determinations.

591-1-1-.14 First Aid & CPR**Defer****Defer**

591-1-1-.14(3)- The previous citation was deferred on this date as the center's first aid kit was unable to be thoroughly observed on the program's virtual inspection. The citation will be reviewed upon the program's next regulatory visit.

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**Met****Correction Deadline: 9/30/2020****Corrected on 9/17/2020**

.33(5) - The previous citation was corrected on this date as training requirements for the year 2019 were observed to be complete.

Comment

591-1-1-.31(13) - Additional cleaning and sanitizing requirements due to the COVID-19 pandemic were discussed during a virtual walk through on this date. The program was in compliance with the Executive Order issued on August 15 , 2020.

Correction Deadline: 9/17/2020

Finding

591-1-1-.31(2)(b)2. requires teachers and lead caregivers to meet minimum academic requirements and qualifying experience at the time of employment. It was determined based on a review of of records during the program's administrative review that the lead teacher in the three and four-year old classroom, staff member # 5, did not meet the minimum academic requirements and qualifying work experience for a lead teacher.

POI (Plan of Improvement)

A teacher/lead caregiver will be hired that meets the minimum academic requirements and qualifying work experience.

Correction Deadline: 9/17/2020

Correction Deadline: 1/27/2020

Corrected on 9/17/2020

.31(2)(b)3.(i) - The previous citation was corrected on this date as one newly hired lead teacher with a date of hire of February 1, 2020, staff member # 3, was stated to have enrolled in a CDA course and is currently scheduled to have completed by December 31, 2020.

Staffing and Supervision

Comment

Center observed to maintain appropriate staff:child ratios.

Correction Deadline: 1/27/2020

Corrected on 9/17/2020

.32(1) - The previous citation was corrected on this date as the center was observed to maintain the required staff: child ratios during the program's virtual visit.

Correction Deadline: 1/27/2020

Corrected on 9/17/2020

.32(5) - The previous citation was corrected on this date as the center was observed to provide direct supervision during the program's virtual visit.

Comment

Adequate supervision observed on this date.