



**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:** 1/14/2019    **VisitType:** Monitoring Visit    **Arrival:** 12:05 PM    **Departure:** 3:30 PM

**CCLC-47739**

**Still Waters Learning Center**

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

**Regional Consultant**

Tasha McDonald

Phone: (770) 344-3353

Fax: (678) 891-5601

tasha.mcdonald@decal.ga.gov

**Mailing Address**

Same

**Quality Rated:** No

<b>Compliance Zone Designation</b>		
01/14/2019	Monitoring Visit	Good Standing
09/25/2018	Licensing Study	Good Standing
01/29/2018	Monitoring Visit	Good Standing

**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.

**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	1R - Room A - Infant		0	0	C	8	C	NA	NA	
Main	2R - Room B - Preschool 4		0	0	C	39	C	NA	NA	
Main	3R - Room C - Preschool 3	Three Year Olds and Four Year Olds	2	18	C	34	C	NA	NA	Lunch
Main	4R - Room D - Toddler 2	Two Year Olds	1	8	C	16	C	NA	NA	Free Play
Main	5R - Room E - Toddler 1	One Year Olds	1	5	C	11	C	NA	NA	Floor Play
Total Capacity @35 sq. ft.: 108						Total Capacity @25 sq. ft.: 0				
Total # Children this Date: 31			Total Capacity @35 sq. ft.: 108			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 monitoring visit and to follow-up on the previous visit conducted on September 25, 2018.

Plan of Improvement: Developed This Date 01/14/2019

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.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.

**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.

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.decal.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@decal.ga.gov](mailto:qualityrated@decal.ga.gov)

Carol Raterman, Program Official

Date

Tasha McDonald, Consultant

Date



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### Findings Report

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The following information is associated with a Monitoring Visit:

### 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.

### 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)**

**Technical Assistance**

**Technical Assistance**

591-1-1-.25(13) - The consultant discussed ensuring that all hazardous items are stored inaccessible to children in care when children are present. Please ensure the television cords and all other cords are secured to the wall and along the floor to prevent injuries.

Please ensure all of the blind cords in the areas that are used for child care are tied up high to prevent children from reaching them.

**Correction Deadline: 1/14/2019**

**Correction Deadline: 10/9/2018**

**Corrected on 1/14/2019**

**.25(3) - The previous citation was observed to be corrected on this date. Consultant observed center to be clean and in good repair on this date.**

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

Discussed maintenance of resilient surface. Please fluff and redistribute.

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**Health and Hygiene**

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

Proper diapering procedures observed.

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**591-1-1-.17 Hygiene(CR)****Not Met****Finding**

591-1-1-.17(8) requires staff to wash their hands with liquid soap and warm running water upon arrival for the day, when moving from one child care group to another, upon re-entering the child care area after outside play, before and after diapering each child, dispensing medication, applying topical medications, handling and preparing food, eating, drinking, preparing bottles, feeding each child, assisting children with eating and drinking, after toileting or assisting children with toileting, using tobacco products, handling garbage and organic waste, touching animals or pets, handling bodily fluids and after contamination by any means. It was determined based on observation that a staff person did not wash their hands after wiping a child's nose in classroom 3R- Room C.

**POI (Plan of Improvement)**

The Center will ensure liquid soap and warm running water are available for handwashing, train Staff on the handwashing requirements, review the requirements with Staff periodically, and monitor handwashing.

**Correction Deadline: 1/14/2019**

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

Documentation for medication dispensing observed complete.

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**Safety**

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

Age-appropriate discussion and/or redirection observed.

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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)****Met****Comment**

The correct number of mats, sheets and blankets were observed on this date. Cleaning and disinfecting of mats was discussed with the director on this date.

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**Staff Records**

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**Records Reviewed: 12****Records with Missing/Incomplete Components: 0**

Staff # 1

Met

Date of Hire: 05/23/2011

**Records Reviewed: 12**

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

Staff # 2 Date of Hire: 07/23/2018	Met
Staff # 3 Date of Hire: 03/05/2012	Met
Staff # 4 Date of Hire: 09/14/2017	Met
Staff # 5 Date of Hire: 09/14/2017	Met
Staff # 6 Date of Hire: 08/08/2013	Met
Staff # 7 Date of Hire: 09/14/2017	Met
Staff # 8 Date of Hire: 08/01/2013	Met
Staff # 9 Date of Hire: 09/14/2017	Met
Staff # 10 Date of Hire: 10/15/2017	Met
Staff # 11 Date of Hire: 09/14/2017	Met
Staff # 12 Date of Hire: 08/03/2015	Met

**Staff Credentials Reviewed: 12**

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

**Comment**

Consultant reviewed one file for staff members hired since the previous visit was conducted on September 25, 2019. Consultant observed a newly hired staff member to have evidence of a satisfactory determination letter on file on this date.

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

**Comment**

Staff observed to be compliant with applicable laws and regulations.

**Staffing and Supervision**

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

**Met**

**Comment**

Center observed to maintain appropriate staff:child ratios.

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

**Met**

**Comment**

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