



**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: 8/14/2020 **VisitType:** Complaint Investigation by Phone **Arrival:** 1:00 PM **Departure:** 2:30 PM

CCLC-50331

Helping Hands Learning Center

2115 Windsor Spring Road, Suite 24 Augusta, GA 30906 Richmond County
(706) 748-7599 dewaynas33@gmail.com

Mailing Address
Same

Regional Consultant

Kaycee Purvis

Phone: (770) 357-4915
Fax: (404) 478-8085
kaycee.purvis@decals.ga.gov

Quality Rated: ★ ★

Compliance Zone Designation		
08/14/2020	Complaint Investigation by Phone	Good Standing
07/23/2020	Monitoring Visit	Good Standing
07/14/2020	Complaint Investigation by Phone	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

Comments

Plan of Improvement: Developed This Date 08/14/2020

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.decals.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@decals.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://decals.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.decals.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@decals.ga.gov

Dewayna Stevens, Program Official

Date

Kaycee Purvis, Consultant

Date



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Findings Report

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The following information is associated with a Complaint Investigation by Phone:

Food Service

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

Defer

Defer

591-1-1-.15(5)-Due to the COVID-19 pandemic an in-person visit was not conducted. This citation has been deferred until the next regulatory visit.

POI (Plan of Improvement)

The Center will list all of the current week's meals and snacks and all substitutions on the menu and keep past menus on file for six months and will implement a system to monitor this.

Correction Deadline: 7/14/2020

Policies and Procedures

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

Defer

Defer

591-1-1-.21(3)-Due to the COVID-19 pandemic an in-person visit was not conducted. This citation has been deferred until the next regulatory visit.

POI (Plan of Improvement)

The Center will hold the drills as required and keep the documentation of the drills on file for two years.

Correction Deadline: 1/31/2020

Staffing and Supervision

Finding

591-1-1-.32(2) requires the Center maintain Staff:child ratios in mixed-age groups based on the age of the youngest group of children that includes more than twenty percent of the total number of children in the mixed-age group. It was determined based on an investigation that one staff member care for a group of eleven children, in Room B. This grouping of children consisted of six one-year-old children and five two-year-old children. A staff:child ratio of 2:11 was required.

POI (Plan of Improvement)

The Center will provide adequate staff when there is a mixed-age group.

Correction Deadline: 8/14/2020

Defer

591-1-1-.32(4)-Due to the COVID-19 pandemic an in-person visit was not conducted. This citation has been deferred until the next regulatory visit.

POI (Plan of Improvement)

The Center will maintain separation of these children under three years old.

Correction Deadline: 7/14/2020