



**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: 2/28/2019 **VisitType:** Initial Licensing Study **Arrival:** 10:00 AM **Departure:** 3:00 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

Angela Byrd
Phone: (678) 920-3975
Fax: angela.byrd@decal.ga.gov
Joint with: Chrissy Powell

Quality Rated: ★ ★

Compliance Zone Designation		
02/28/2019	Initial Licensing Study	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	Room A		0	0	C	19	C	NA	NA	
Main	Room B	One Year Olds	1	8	C	21	C	NA	NA	Free Play
Main	Room C	Two Year Olds	1	14	NC	21	C	NA	NA	Free Play
Total Capacity @35 sq. ft.: 40						Total Capacity @25 sq. ft.: 0		Building @35 capacity limited by Playground Limitations		
Total # Children this Date: 22		Total Capacity @35 sq. ft.: 40			Total Capacity @25 sq. ft.: 0					

Building	Playground	Playground Occupancy	Playground Compliance
Main	Playground A	13	C

Comments

Final License was not issued on this date due to the number of citations. An office conference was conducted at the end of the visit.

This facility does not carry liability insurance. A sign is posted on the posted notice board.

Plan of Improvement: Developed This Date 02/28/2019

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.

- 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

Dewayna Stevens, Program Official

Date

Angela Byrd, Consultant

Date

Chrissy Powell, 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: 2/28/2019 **VisitType:** Initial Licensing Study **Arrival:** 10:00 AM **Departure:** 3:00 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

Angela Byrd
Phone: (678) 920-3975
Fax:
angela.byrd@decal.ga.gov
Joint with: Chrissy Powell

The following information is associated with a Initial Licensing Study:

Activities and Equipment

591-1-1-.03 Activities

Not Met

Finding

591-1-1-.03(14) requires center staff to limit the use of entertainment media, such as television, videotaped programs or movies and video or computer games to no more than two (2) hours daily per child or group; to provide such activities only at times when alternative activities are available for children who choose not to participate; and to use entertainment media that is age-appropriate in accordance with the Entertainment Software Rating Board (ESRB) and the Motion Picture Association of America (MPAA). It was determined based on consultant's observations that the children in classroom B and C were observed to be watching T.V at consultant's arrival and departure making it a total of five hours.

POI (Plan of Improvement)

The Center will have and use procedures to review entertainment use. Please ensure varied activities are offered to the children.

Correction Deadline: 2/28/2019

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

Not Met

Finding

591-1-1-.12(4) requires that equipment and furniture is secured if it is of a weight or mass that could cause injury from tipping, falling, or being pulled or pushed over. It was determined based on consultant's observation in classroom B and C there were televisions on shelves that were not secured which posed a tipping hazard.

POI (Plan of Improvement)

The Center will ensure that the identified equipment or furniture and any other such existing or future items are secured adequately and will have a system for checking these for stability.

Correction Deadline: 2/28/2019

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

On this date, the Center Director/Administrator stated that the program will not participate in Swimming/water activities, in water measuring two (2) feet in depth or greater. Consultant discussed Swimming/water requirements with Center Director/Administrator, prior to the visit and on this date. Consultant also stated to Center Director/Administrator that prior to participating in Swimming/water activities, in any type of equipment holding water two (2) feet in depth or greater, the Center is required to contact the assigned Bright from the Start: Regional Consultant, to discuss and review Swimming/water activity Rules

Children's Records**Records Reviewed: 4****Records with Missing/Incomplete Components: 0**

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

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

591-1-1-.08(1) - Please ensure children enrollment forms are updated.

Correction Deadline: 2/28/2019

Facility

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

The program has the following capacity limitations: 40 children due to the playground size.

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 observation in classroom B, a staff member's purse was on the changing table accessible to children and in classroom C, latex gloves were observed to be accessible under a sink.

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: 2/28/2019

591-1-1-.26 Playgrounds(CR)**Not Met****Finding**

591-1-1-.26(9) requires the playground to be kept clean, free from litter and free of hazards, such as but not limited to rocks, exposed tree roots and exposed sharp edges of concrete. It was determined based on consultant's observation exposed concrete was observed protruding from the mulch on the playground near the back corner of the wooden fence.

POI (Plan of Improvement)

The Center will remove any litter and fix or remove hazards from the playground and will routinely monitor the playground and remove litter and hazards.

Correction Deadline: 2/28/2019

Food Service

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

Not Met

Finding

591-1-1-.15(1) requires that meals and snacks are served, with serving sizes dependent upon the age of the child, that meet nutritional guidelines as established by the United States Department of Agriculture Child and Adult Care Food Program. Meals and snacks shall be varied daily, and additional servings of nutritious food shall be offered to children over and above the required daily minimum, if not contraindicated by special diets. It was determined based on consultant's observation that the lunch menu did not meet USDA guidelines in that the children were only served cheese pizza and milk.

POI (Plan of Improvement)

Center Staff will prepare menus and/or serve foods that meet the USDA guidelines and will offer and serve seconds to children.

Correction Deadline: 2/28/2019

Finding

591-1-1-.15(6)(b) requires that food and beverages be served in individual plates or bowls and with individual glasses or cups. It was determined based on consultant's observation children were eating off of paper towels and not individual plates.

POI (Plan of Improvement)

The center will use individual food service items to serve food and beverages.

Correction Deadline: 2/28/2019

591-1-1-.18 Kitchen Operations

Met

Comment

Please ensure kitchen area is clean and well organized.

Health and Hygiene

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

Technical Assistance

Technical Assistance

591-1-1-.10 - Please ensure diapering procedures are followed and reviewed by Director with the staff.

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

Not Met

Finding

591-1-1-.17(7) requires that children wash their hands with liquid soap and warm running water upon arrival for care, when moving from one child care group to another, upon re-entering the child care area after outside play, before and after eating meals and snacks, handling or touching food, playing in water; after toileting and diapering, playing in sand, touching animals or pets, and contact with bodily fluids and after contamination by any other means. It was determined by consultant's observation that hand washing did not take place throughout the visit. Children were not reminded to wash hands by staff members.

POI (Plan of Improvement)

The Center will train Staff on required handwashing for children and Staff will ensure children's hands are washed when required. The Director will monitor for compliance.

Correction Deadline: 2/28/2019

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 consultant's observation that teachers in classroom A and B did not wash their hands after cleaning children's nose.

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: 2/28/2019

591-1-1-.20 Medications(CR)**Not Met****Finding**

591-1-1-.20(1) requires Personnel to obtain specific written authorization from the child's physician or parent in order to dispense prescription or non-prescription medications, except for first aid. Such authorization will include when applicable, date; full name of the child; name of the medication; prescription number, if any; dosage; the dates to be given; the time of day to be dispensed; and signature of parent. It was determined based on consultant's observation in classroom B, Nystatin cream and Destin cream were observed in children's cubbies, however a parental form for medication was not on file.

POI (Plan of Improvement)

The Center will train Staff to obtain and review parental authorizations to ensure the authorization contains complete information. The designated person(s) will monitor daily.

Correction Deadline: 2/28/2019

Safety

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

Please be mindful of voice tone in redirecting children.

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

The Owner stated that the Center will not provide Field Trips at this time. Consultant discussed with Owner, all requirements needed in order to conduct field trips with children. Consultant also stated to Owner that prior to conducting Field Trips, the Center is required to complete and maintain documentation of current CPR and First - Aid Training, as well as two (2) clock hours of Transportation Training, regarding the Center Director and all Center Staff participating in any aspect of Transportation, and ensure all Transportation/Field Trip checklists/forms and vehicle requirements are met. Further, Consultant stated to Owner, that prior to conducting Field Trips, the Center is required to contact the assigned Bright from the Start: Regional Consultant, to discuss and review all Field Trip requirements.

Sleeping & Resting Equipment

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

591-1-1-.30(1)(a)3 - Please ensure crib sheets are tight fitting. On this date, Room A was not in use as all children that were present were over 12 months of age.

Correction Deadline: 2/28/2019

Staff Records

Records Reviewed: 4**Records with Missing/Incomplete Components: 2**

Staff # 1 Not Met
Date of Hire: 08/22/2010
"Missing/Incomplete Components"
.09-Criminal Records Check Missing

Staff # 2 Not Met
Date of Hire: 12/10/2018
"Missing/Incomplete Components"
.09-Criminal Records Check Missing

Staff # 3 Met
Date of Hire: 12/10/2018

Staff # 4 Met
Date of Hire: 12/10/2018

Staff Credentials Reviewed: 4

591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR) Not Met**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 consultant's observation two (2) staff member's Fingerprint Records Check Determination letter were not ported over. The letters were out of portability date.

POI (Plan of Improvement)

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.

Correction Deadline: 2/28/2019

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

Discussed that all lead staff must enroll in an approved education program within 6 months of hire and complete degree within 18 months.

Staffing and Supervision

591-1-1-.32 Staff:Child Ratios and Group Size(CR) Not Met

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's observation that in Classroom C, there was one staff and sixteen two year old children present when the ratio of one staff and ten two year old child is required.

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: 2/28/2019

591-1-1-.32 Supervision(CR)**Not Met****Finding**

591-1-1-.32(7) requires that children be supervised at all times and that the persons supervising in the child care area be alert, able to respond promptly to the needs and actions of the children being supervised, as well as the actions of the chaperones and Students-in-Training, and provide timely attention to the children's actions and needs. It was determined based on consultant's observation that the one year old children were observed to walk in and out into the infant and two year old classrooms without the staff member being aware. Two year old children were also observed walking into the one year old classroom without the two year old staff member being aware. Further it was determined that staff were observed to leave children unsupervised to answer the front door or to walk into another classroom leaving the children unattended, this was observed throughout the visit.

POI (Plan of Improvement)

The Center will train Staff and monitor to ensure they are providing supervision and watchful oversight to the children at all times. Please ensure extra staff are hired and staff are trained to not leave their classrooms leaving the children alone.

Correction Deadline: 2/28/2019