



**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:** 7/15/2021    **VisitType:** Complaint Investigation & Licensing Study    **Arrival:** 9:30 AM    **Departure:** 4:00 PM

**CCLC-53086**

**Start Bright Academy Hiram**

64 Greystone Pkwy Hiram, GA 30141 Paulding County  
 (770) 943-0058 startbrightinc@gmail.com

**Mailing Address**  
 Same

**Regional Consultant**

Jennifer Bailey

Phone: (770) 357-7024

Fax: (770) 357-7023

jennifer.bailey@decal.ga.gov

Joint with: Neli Todorova

**Quality Rated:** ★

<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.
07/15/2021	Complaint Investigation & Licensing Study	Good Standing	
06/22/2021	Complaint Closure	Good Standing	
06/17/2021	Complaint Investigation Follow Up	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	A- Left Side 1L	Infants and One Year Olds	2	8	C	21	C	NA	NA	Floor Play
Main	B- Left side 2R	One Year Olds	1	8	C	17	C	NA	NA	Free Play
Main	C- Left side 1R	Two Year Olds	1	10	C	18	C	NA	NA	Free Play
Main	D- Back center	Five Year Olds and Six Year Olds and Over	1	27	NC	22	NC	NA	NA	Free Play
Main	E- Right Side 2R	Four Year Olds and Five Year Olds	1	9	C	37	C	NA	NA	Centers
Main	F- Right side 1R	Three Year Olds	1	9	C	29	C	NA	NA	Outside
Total Capacity @35 sq. ft.: 144						Total Capacity @25 sq. ft.: 0				
Total # Children this Date: 71			Total Capacity @35 sq. ft.: 144			Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	Back side of Bldg	64	C
Main	Left side of Bldg	23	C
Main	Right side of Bldg	114	C

**Comments**

On this date, consultant followed up to previous visit and conducted an on-site Licensing Study. Consultant requested Provider submit required documents for the Administrative Review process by July 22, 2021.

Plan of Improvement: Developed This Date 07/15/2021

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.

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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@dec.al.ga.gov](mailto: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.

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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)



#### 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](mailto:qualityrated@dec.al.ga.gov)

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Andrea Dennard, Program Official

Date

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Jennifer Bailey, Consultant

Date

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Neli Todorova, Consultant

Date



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### Findings Report

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The following information is associated with a Licensing Study Visit:

### Activities and Equipment

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

**Not Met**

#### Finding

591-1-1-.03(2) requires the Center to keep current lesson plans on site that reflect appropriate instruction practices and activities to support children's development. The Center shall have sufficient and varied play and learning equipment and materials to support the above program of activities in all developmental areas. It was determined based on observation that the Center did not have lesson plans available in six out of six classrooms.

#### POI (Plan of Improvement)

The Center will keep current lesson plans on site that include appropriate instruction practices and activities and will have sufficient and varied play and learning equipment and materials to support the activities.

**Correction Deadline: 7/15/2021**

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

**Met**

#### Comment

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

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

**N/A**

#### 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

**Records Reviewed: 5**

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

Child # 3	Met
Child # 4	Met
Child # 5	Met

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

**Technical Assistance**

**Technical Assistance**

591-1-1-.08(1) - Discussed with the Director ensuring that all areas of a child's enrollment form is completed. Discussed ensuring that if something does not apply to the child, that "not applicable (N/A)" is documented versus leaving blanks. Also discussed emergency contact information with the Director and ensuring that each child has a contact listed.

**Correction Deadline: 7/15/2021**

**Facility**

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**591-1-1-.06 Bathrooms**

**Met**

**Comment**

Bathrooms observed to be clean and well maintained. Please ensure cleaning tools and plungers are stored inaccessible to children.

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

**Not Met**

**Finding**

591-1-1-.19(1) requires a Center to provide 35 square feet of usable space per child, which will determine the Center's License capacity. It was determined based on observation that there were 27 children in classroom D-Back center which is licensed for 22 children.

**POI (Plan of Improvement)**

The Center will limit the number of children in this space to the licensed capacity.

**Correction Deadline: 7/15/2021**

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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 observation that the following hazards were accessible to children:

-Eight cans of building/house paint were stored on the floor by the door in the pantry which was open and accessible to children in the hallway.

-A large bin with multiple cords, power strips, wires, and office electronics were accessible in classroom E-Right Side 2R

-A vacuum was accessible in classroom E- Right Side 2R and D- Back Center

-A teacher's purse was accessible in an unlocked closet in classroom F-Right Side 1R

**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: 7/15/2021**

**Finding**

591-1-1-.25(17) requires that the Center premises be free of plants and shrubs which are poisonous or hazardous. It was determined based on observation that on the playgrounds there were vines and overgrowth coming over the fence into the playground with thorns.

**POI (Plan of Improvement)**

The harmful item will be removed. Consultant discussed trimming them back to make them inaccessible to children.

**Correction Deadline: 7/15/2021**

**Technical Assistance**

591-1-1-.25(3) - Consultant discussed monitoring the wooden cabinets for splintering and the molding in bathrooms for peeling with the Director. Additionally discussed monitoring the school-age classroom, D-Back center, for trash and debris.

**Correction Deadline: 7/15/2021**

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

591-1-1-.26(4) - Consultant discussed monitoring the gate for chipping paint, exposed prongs, and damage during a walk-through of the playground with the Director.

**Correction Deadline: 7/15/2021**

**Technical Assistance**

591-1-1-.26(6) - Consultant discussed monitoring the playground equipment for hazards with the Director. Discussed and showed areas of rust and chipping paint for continued monitoring. Consultant also discussed monitoring broken equipment, and removing if not in use, such as broken bikes and rope climbers.

**Correction Deadline: 7/25/2021**

**Finding**

591-1-1-.26(8) requires climbing and swinging equipment to have a resilient surface beneath the equipment and the fall zone from such equipment must be adequately maintained by the Center to assure continuing resiliency. It was determined based on observation that there was no resilient surface material beneath the swings on the playground on the right side of the building (older children). Per the Director, the swings were newly installed before this Summer.

**POI (Plan of Improvement)**

The Center will add additional resilient surfacing to the fall zones where needed and check daily, adding resilient surfacing as needed to maintain adequate resiliency. Consultant discussed ensuring that Center will not use the swings until/unless resilient surface material is added. Specific requirements for swings were discussed with the Director and a handout was provided for fall zones. Discussed that fall (use) zone for regular swings is determined by measuring length of the swing chain and adding seven feet. Fall zones must extend in front and in back of the stationary swing. The fall zones in the front and in the back needs to have at least six (6) inches of depth.

**Correction Deadline: 9/1/2021**

**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 observation that the following potential hazards were observed:

-On the playground on the middle/back side of the building there was an active wasp nest and multiple wasps were observed on each playground.

-The entrance to the middle.back side of the building playground had two large pieces of exposed concrete that were not flush with the ground or the step. Additionally, this created a hole where there was an exposed meter, black cord, and rug covering this posing a potential tripping hazard.

-A large anthill was observed by the gate on the playground that the older children use on the right side of the building.

**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: 7/15/2021**

**Food Service**

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

**Met**

**Comment**

Discussed new revision to restricted food rule which states: Foods that are associated with young children’s choking incidents, such as, but not limited to, peanuts, hot dogs, raw carrots, popcorn, fish with bones, cheese cubes, grapes and any other food that is of similar shape and size of the trachea/windpipe shall not be served to the children less than four (4) years of age. Children older than four (4) years of age may be served these foods provided that the foods are cut in such a way as to minimize choking.

**Comment**

Please ensure the new updated infant feeding form is used. Discussed revision to the written feeding plans for children under the age of 1 years old. Age-appropriate solid foods (including cereal) shall not be given to infants or children less than one (1) year of age until recommended as developmentally appropriate by the child’s primary care physician and indicated in writing by the Parent(s). As soon as the feeding plan indicates that a child is ready for solid foods, the child shall be fed from individual spoons and individual containers or dishes. A child shall not be fed directly from the original baby food container if the contents are to be fed to the child at more than one (1) meal or to more than one (1) child.

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

**Technical Assistance**

**Technical Assistance**

591-1-1-.18(12) - Consultant discussed ensuring that children are excluded from the kitchen area with the Director and keeping it and the pantry closed and inaccessible.

**Correction Deadline: 7/15/2021**

**Health and Hygiene**

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

**Met**

**Comment**

Staff state proper knowledge of diapering procedures.

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

**Met**

**Comment**

Staff stated proper handwashing knowledge and procedures. Consultant observed proper handwashing.

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

**Not Met**

**Finding**

591-1-1-.20(3) requires the Center to maintain a record of medication dispensed that includes the date, time and amount of medication, any noticeable adverse reaction, and the signature or initials of the person administering the medication. It was determined based on a review of documentation that medication documentation did not contain the required documentation in that the following three out of three forms reviewed were missing documentation of any adverse reactions. Additionally, one medication form was missing the prescription number and the documentation was signed for the medication to be dispensed July 15, 2021 through July 22, 2021 at 10:00 a.m. and 5:00 p.m. but was missing documentation that it was administered on July 15, 2021 at 5:00 p.m., July 16, 2021 at 5:00 p.m., and July 22, 2021 at 10:00 a.m. and 5:00 p.m.

**POI (Plan of Improvement)**

The Center will train Staff responsible for dispensing medication in the accurate completion and storage of the records and will implement a plan to monitor this.

**Correction Deadline: 7/15/2021**

## Policies and Procedures

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

Met

#### Comment

Consultant observed a complete emergency drill log.

### 591-1-1-.27 Posted Notices

Met

#### Comment

Please make sure that all required signs are posted and up to date.

## Safety

### 591-1-1-.05 Animals

N/A

#### Comment

Center does not keep animals on premises.

### 591-1-1-.11 Discipline(CR)

Met

#### Comment

Staff were observed to maintain a positive learning environment on this date. Staff stated that they speak with the children and redirect the children.

### 591-1-1-.13 Field Trips(CR)

Not Evaluated

#### Comment

Center does not participate in field trips at this time.

### 591-1-1-.36 Transportation(CR)

Technical Assistance

#### Comment

Consultant observed three vehicles at the Center. Consultant inspected the vehicles with tag numbers RXC1293 and RKL3949. The vehicle with tag number TAX6469 was not observed per the Director's statement that this vehicle was not used for transportation.

#### Technical Assistance

591-1-1-.36(7)(b) - Discussed with the Director ensuring that all children transported have a complete emergency medical form on file in the vehicle. Consultant discussed ensuring no blanks are left and that all information required is complete and up-to-date.

**Correction Deadline: 7/16/2021**

#### Technical Assistance

591-1-1-.36(7)(c)1 - Discussed with the Director ensuring that children's first and last names are used on the transportation checklists.

**Correction Deadline: 7/16/2021**

## Sleeping & Resting Equipment

### 591-1-1-.30 Safe Sleeping and Resting Requirements(CR)

Technical Assistance

#### Technical Assistance

591-1-1-.30(1)(b) - Consultant discussed with the Director ensuring that cots or mats are available for all enrolled children, including school age children who take naps.

**Correction Deadline: 7/15/2021**

**Technical Assistance**

591-1-1-.30(2) - Consultant discussed the rule and ensuring that no blankets are used with staff and the Director. Consultant observed a blanket draped over the side of an unoccupied crib. Staff stated that it was from the carseat and arrival and would be removed and not used.

**Correction Deadline: 7/15/2021**

<b>Staff Records</b>
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**Records Reviewed: 16**

**Records with Missing/Incomplete Components: 5**

Staff # 1	Met
Date of Hire: 03/31/2021	
Staff # 2	Met
Date of Hire: 05/10/2021	
Staff # 3	Met
Date of Hire: 04/21/2021	
Staff # 4	Met
Date of Hire: 08/17/2009	
Staff # 5	Met
Date of Hire: 07/20/2021	<u>Reminder - Health &amp; Safety training is required within 90 calendar days of hired</u>
Staff # 6	Met
Date of Hire: 05/10/2021	
Staff # 7	Met
Date of Hire: 05/29/2021	
Staff # 8	Not Met
Date of Hire: 01/10/2019	
<u>"Missing/Incomplete Components"</u>	
.31(2)(b)2.-Staff Qualifications-Education Missing	
Staff # 9	Not Met
Date of Hire: 03/10/2021	
<u>"Missing/Incomplete Components"</u>	
.31(2)(b)2.-Staff Qualifications-Education Missing	
Staff # 10	Met
Date of Hire: 08/06/2018	
Staff # 11	Not Met
Date of Hire: 05/02/2010	

"Missing/Incomplete Components"

.31(2)(b)2.-Staff Qualifications-Education Missing

Staff # 12 Met  
Date of Hire: 08/06/2019

Staff # 13 Not Met  
Date of Hire: 01/04/2021

"Missing/Incomplete Components"

.31(2)(b)2.-Staff Qualifications-Education Missing

Staff # 14 Met  
Date of Hire: 09/12/2018

Staff # 15 Not Met  
Date of Hire: 04/19/2021

"Missing/Incomplete Components"

.31(2)(b)2.-Staff Qualifications-Education Missing

Staff # 16 Met  
Date of Hire: 05/10/2021

**Staff Credentials Reviewed: 4**

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

**Comment**  
Criminal record checks were observed to be complete.

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

**Comment**  
Complete first aid kits observed in center and on vehicles.

**Comment**  
Consultant discussed CPR/First Aid with the Director and monitoring the certifications for expiration dates. Also discussed ensuring that staff complete the required training within 90 days of employment.

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

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

**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)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 records that five out of six lead teachers did not meet the academic requirements at the time of employment.

**POI (Plan of Improvement)**

A teacher/lead caregiver will be hired that meets the minimum academic requirements and qualifying work experience. Consultant also discussed newly hired lead teachers enrolling in a credentialing program and maintaining a Professional Learning Plan on file.

**Correction Deadline: 7/30/2021**

**Staffing and Supervision**

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

**Not Met**

**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 observation that one teacher cared for 5 five-year-old children and 22 six-year-old and older children for a ratio of 1:27. A ratio of 1:25 would be required.

**POI (Plan of Improvement)**

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

**Correction Deadline: 7/15/2021**

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

**Technical Assistance**

**Comment**

Discussed new revision to the supervision rule which states: Staff shall be attentive and participating with all children during mealtimes and shall be seated within an arm's length away from children thirty-six (36) months of age and younger.

**Technical Assistance**

591-1-1-.32(7) - Discussed active supervision with the Director on this date in regards to the playground and ensuring that staff are not sitting, and are positioned where they can see and respond to children at all times.

**Correction Deadline: 7/15/2021**