



**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

**Cover Sheet**

**Date:** 11/10/2021 **VisitType:** Licensing Study

**Arrival:** 10:00 AM

**Departure:** 11:00 AM

**CCLC-51410**

**Tiny Hands Big Steps Childcare Academy, LLC**

1000 South Peachtree Street Norcross, GA 30071 Gwinnett County  
(678) 691-2516 thbsacademy@gmail.com

**Regional Consultant**

Leena Mitchell

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leena.mitchell@dec.al.gov

**Mailing Address**

1000 S Peachtree St  
Peachtree Corners, GA 30071

**Quality Rated:** No

<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.
11/10/2021	Licensing Study	Good Standing	
03/30/2021	Monitoring Visit	Good Standing	
07/01/2020	Initial Licensing Study	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	Room A	One Year Olds and Two Year Olds	2	3	C	8	C	NA	NA	Free Play
Main	Room B	Three Year Olds	1	2	C	7	C	NA	NA	Circle Time
Main	Room C		0	0	C	8	C	NA	NA	Not In Use
Main	Room D		0	0	C	9	C	NA	NA	Not In Use
Total Capacity @35 sq. ft.:			32			Total Capacity @25 sq. ft.: 0				
Total # Children this Date: 5			Total Capacity @35 sq. ft.:			Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	Playground A	8	C
Main	Playground B	10	C

**Comments**

An Administrative Review was conducted on November 9, 2021. Staff files, children's files, training, and background checks were all reviewed. A virtual inspection was conducted on November 10, 2021 with the director. An in-person visit was not conducted due to the COVID-19 pandemic.

Plan of Improvement: No Plan Developed

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



### Important New Deadlines:

Due to the ongoing COVID restrictions, the deadline to become Quality Rated for programs who want to continue to receive Childcare and Parent Services (CAPS), has been extended to at least December 31, 2021.

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)

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)

Kenisha Shareef/Oliver, Program Official

Date

Leena Mitchell, Consultant

Date



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### Findings Report

**Date:** 11/10/2021 **VisitType:** Licensing Study

**Arrival:** 10:00 AM

**Departure:** 11:00 AM

#### CCLC-51410

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The following information is associated with a Licensing Study:

### Activities and Equipment

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

Met

#### Comment

A virtual walk through was conducted on this date due to the COVID-19 pandemic. Upon the virtual walk through, a variety of equipment was observed to be clean, properly secured, and in good repair.

#### 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: 0

Child # 1	Met
Child # 2	Met
Child # 3	Met
Child # 4	Met
Child # 5	Met

**Technical Assistance**

Consultant discussed the following rule with the Provider on this date: 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.

**Correction Deadline: 11/10/2021**

<b>Facility</b>
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**591-1-1-.06 Bathrooms****Met****Comment**

Bathrooms observed to be clean and well maintained.

**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****Comment**

A virtual walk through was conducted on this date due to the COVID-19 pandemic. The center appeared to be clean, well maintained, and safe from hazardous condition upon virtual walk through.

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

Playground observed to be clean and in good repair. Please ensure to monitor the playground areas for the following hazards:

- Normal wear and tear of playground equipment and toys.
- Potential entrapment hazards in the fence surrounding the playground area.
- Biting and/or stinging insects (i.e. ants, bees, etc.)
- Loose and/or weak tree branches surrounding the playground area.
- Standing water in and around playground equipment after inclement weather.
- Fluff and redistribute resilient surface as needed.

**Correction Deadline: 7/17/2020**

**Corrected on 11/10/2021**

**.26(4) - The consultant observed the previous citation to be corrected in that the consultant observed the wooden fence gate to measure four feet high.**

<b>Food Service</b>
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**591-1-1-.15 Food Service & Nutrition****Not Met****Technical Assistance**

Consultant discussed the following rule with the Provider on this date: 591-1-1-.15 - Please ensure that sippy cups are covered and fully labeled with child's full name.

**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 review of records that milk was not served with lunch during the month of November, a fruit option or two vegetables were not served on November 2nd and one component was served for morning snack during the month of November.

**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: 11/10/2021**

**Comment**

CACFP Meal Pattern Requirements effective October 1, 2017 will be implemented October 1, 2018: 3

Components for breakfast: Grains, Vegetables, Fruits or both, Milk.

5 Components for lunch – Grains, Meat/Meat alternates, Fruits, Vegetable, and Milk OR Grains, Meat/Meat alternates, 2 different types of vegetables, and Milk.

2 of 5 Components for snack.

Provided Updated CACFP Infant Meal pattern and Child/Adult Meal pattern flyers.

The Crediting Handbook for the CACFP can be located on DECAL and USDA's website:

DECAL

<http://dec.al.ga.gov/CACFP/Handbook.aspx>

USDA

<http://www.fns.usda.gov/cacfp/cacfp-handbooks>

**Finding**

591-1-1-.15(7) requires that food be served according to manufacturer's instructions and recommendations.

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. Food shall not be accessible or served to children until it has been chopped, diced, cut or mashed and is appropriate for each child's age and individual eating, chewing and swallowing ability. It was determined based on review of records that on the menu indicated that children under 4 (four) were served grapes on November 4th, 9th, and 18th, carrot sticks on November 10th and 29th, and popcorn on November 17, 2021. No substitutions were notated for these dates.

**POI (Plan of Improvement)**

The Center will train Staff and monitor food served and accessible to children to ensure that the food does not present a choking hazard.

**Correction Deadline: 11/10/2021**

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

Kitchen appears clean and well organized.

<b>Health and Hygiene</b>
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**591-1-1-.10 Diapering Areas & Practices(CR)****Met****Comment**

Staff stated proper knowledge of diapering procedures. Hand washing and sanitizing requirements for diapering were discussed with the Director on this date.

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

**Comment**

Staff stated proper knowledge of hand washing and hygiene procedures for staff and children during virtual visit.

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

**Comment**

Discussed proper medication documentation and procedures.

**Comment**

Please document N/A or none if no adverse reaction is observed.

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**Policies and Procedures**

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

**Comment**

Program observed complete emergency drills

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**591-1-1-.27 Posted Notices** **Met**

**Comment**

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

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**591-1-1-.29 Required Reporting** **Met**

**Comment**

The consultant discussed the updated required reporting requirements regarding suspected cases of child abuse (at the center and/or home) reported to the Department of Family and Children Services, communicable illness required to be reported to the Department of Public Health, and temporary closure of the center via DECAL KOALA.

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**Safety**

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

**Comment**

Center does not keep animals on premises.

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**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 Director on this date.

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

**Comment**

Center does not participate in field trips at this time.

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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**

Discussed SIDS and infant sleeping position.

**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.

<b>Staff Records</b>
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**Records Reviewed: 9**
**Records with Missing/Incomplete Components: 4**


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Staff # 1	Met
Date of Hire: 07/12/2021	
Staff # 2	Met
Date of Hire: 09/09/2021	
	<u>Reminder - Health &amp; Safety training is required within 90 calendar days of hired</u>
Staff # 3	Met
Date of Hire: 07/15/2021	
Staff # 4	Not Met
Date of Hire: 08/29/2019	
<u>"Missing/Incomplete Components"</u>	
.33(5)-10 Hrs. Annual Training	
Staff # 5	Met
Date of Hire: 05/10/2021	
Staff # 6	Met
Date of Hire: 03/25/2021	
Staff # 7	Not Met
Date of Hire: 08/02/2019	
<u>"Missing/Incomplete Components"</u>	
.33(5)-10 Hrs. Annual Training	
Staff # 8	Not Met
Date of Hire: 08/24/2019	
<u>"Missing/Incomplete Components"</u>	
.33(5)-10 Hrs. Annual Training	
Staff # 9	Not Met
Date of Hire: 07/09/2021	
<u>"Missing/Incomplete Components"</u>	
.33(3)-Health & Safety Certificate,.14(2)-CPR missing,.14(2)-First Aid Missing	

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**Staff Credentials Reviewed: 4**


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

The director provided five files for staff members hired since the previous visit conducted on March 30, 2021. The consultant observed five of five newly hired staff members to have evidence of a satisfactory criminal record check letter on file.

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**591-1-1-.09 Criminal Records Check(CR)****Met****Comment**

Criminal records checks were observed to be complete.

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

Evidence observed of 50% of center staff certified in First Aid and CPR.

**Comment**

Please replace/add missing/expired item(s) in first aid kit(s).

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**591-1-1-.33 Staff Training****Not Met****Finding**

591-1-1-.33(3) requires each Staff member with direct care responsibilities to complete health and safety orientation training within the first 90 days of employment. The state-approved training hours obtained will count toward required first year training hours. The training must address the following health and safety topics: prevention and control of infectious diseases (including immunizations); prevention of sudden infant death syndrome and use of safe sleeping practices; administration of medication, consistent with standards for parental consent; prevention of and response to emergencies due to food and allergic reactions; building and physical premises safety, including identification of and protection from hazards that can cause bodily injury such as electrical hazards, bodies of water, and vehicular traffic; prevention of shaken baby syndrome, abusive head trauma and child maltreatment; emergency preparedness and response planning for emergencies resulting from a natural disaster or a human-caused event (such as violence at a child care facility); handling and storage of hazardous materials and the appropriate disposal of bio contaminants; precautions in transporting children; recognition and reporting of child abuse and neglect; and child development. It was determined based on review of records that the following staff members had not completed health and safety orientation training within their first 90 days of employment:

Staff member #4 with a documented date of hire of August 29, 2019

Staff member #6 with a documented date of hire of March 25, 2021

Staff member #7 with a documented date of hire of August 2, 2019

Staff member #10 with a documented date of hire of July 9, 2021

**POI (Plan of Improvement)**

The Center will develop and implement a plan to schedule and track this training for all employees based on their hire dates and will ensure that the training includes all required components as required.

**Correction Deadline: 12/10/2021****Technical Assistance**

Consultant discussed the following rule with the Provider on this date: 591-1-1-.33(4) requires within the first year of employment, the Director and person with primary responsibility for food preparation shall have four clock hours of training in food nutrition planning, preparation, serving, proper dish washing and food storage.

**Correction Deadline: 12/10/2021**

**Finding**

91-1-1-.33(5) requires that every calendar year after the first year of employment, all supervisory and caregiver Personnel, except independent contractors, Students-in-Training and volunteers shall attend ten (10) clock hours of diverse training which is task-focused in on-going health, safety and early childhood or child development related topics and which is offered by an accredited college, university or vocational program or other Department-approved source. The annual ten (10) clock hours of training shall be chosen from the following fields: child development, including discipline, guidance, nutrition, injury control and safety; health, including sanitation, disease control, cleanliness, detection and disposition of illness; child abuse and neglect, including identification and reporting, and meeting the needs of abused and/or neglected children; and business related topics, including parental communication, recordkeeping, etc.; provided however that such business related training shall be limited to no more than two (2) of the required ten (10) clock hours of training. Records of completion of such training shall be maintained, as required by these rules. It was determined based on review of records that staff member #4, date of hire August 29, 2019 and staff member #7, date of hire August 2, 2019, and staff member #8, date of hire August 24, 2019, did not complete the required 10 hours of annual training for the year of 2020.

**POI (Plan of Improvement)**

The Center will plan and schedule the required 10 hours of annual training each year and follow up to ensure the training is completed.

**Correction Deadline: 12/10/2021**

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**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.

**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**

A supervision plan was discussed on this date.

**Comment**

A Virtual Visit was conducted due to the COVID-19 pandemic. Proper supervision of children, including being prompt to children's needs, was discussed with the Director on this date.