



**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:** 5/18/2022    **VisitType:** Complaint Investigation Follow Up    **Arrival:** 1:40 PM    **Departure:** 3:40 PM

**CCLC-38700**

**Primrose School of Cumming North**

3545 Matt Highway Cumming, GA 30028 Forsyth County  
 (770) 203-2773 mark@primrosecummingnorth.com

**Regional Consultant**

Mandi Sloan

Phone: (770) 357-5097

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mandi.sloan@dec.al.ga.gov

**Mailing Address**  
 Same

**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.
05/18/2022	Complaint Investigation Follow Up	Good Standing	
05/10/2022	Complaint Closure	Good Standing	
04/27/2022	Complaint Investigation Follow Up	Good Standing	

**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	A- 1L	Infants and One Year Olds	2	5	C	10	C	NA	NA	Floor Play					
Main	B- 2L	One Year Olds	3	14	C	15	C	NA	NA	Transitioning, Snack					
Main	C- 3L		0	0	C	20	C	NA	NA	Not In Use					
Main	E- 1R	Two Year Olds	2	13	C	22	C	NA	NA	Transitioning, Snack					
Main	F- 2R	Three Year Olds	2	15	C	24	C	NA	NA	Transitioning, Nap					
Main	G-3R	Four Year Olds	2	15	C	24	C	NA	NA	Nap, Transitioning					
Main	H-4R	Four Year Olds	1	16	C	26	C	NA	NA	Nap					
Main	I- 5R		0	0	C	36	C	NA	NA	Not In Use					
Total Capacity @35 sq. ft.: 177						Total Capacity @25 sq. ft.: 0									
Total # Children this Date: 78						Total Capacity @35 sq. ft.: 177					Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	A- Infant	21	C
Main	B- School Age	96	C
Main	C- 3-4 yrs	59	C

**Comments**

The purpose of today's visit was to conduct a complaint investigation and follow up visit.

Plan of Improvement: Developed This Date

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



**Important Quality Rated/CAPS Update:**

As January 1, 2022, child care providers must be Quality Rated to receive Childcare and Parent Services (CAPS). Newly licensed, or new to CAPS providers may be eligible for the new CAPS/QR Provisional Status, allowing for scholarships while working toward a star rating.

**Contact the Quality Rated help desk at 855-800-7747 or [qualityrated@dec.state.ga.us](mailto:qualityrated@dec.state.ga.us) for more information. Free technical assistance is available!**

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), do the following:

- 1) Log into DECAL KOALA [www.decalkoala.com](http://www.decalkoala.com) with the userid for your program
- 2) On the home page scroll down to the Inspection Reports and select 'Refute Citation' for the visit report in dispute
- 3) Select the specific rule number(s) that you are refuting, add the reason for disagreement regarding the rule citation, and upload supporting documentation
- 4) Submit the refutation in DECAL KOALA to Child Care Services (CCS) within 10 business days of the completion date.

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)

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ROBERT SHEPHERD, Program Official

Date

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Mandi Sloan, Consultant

Date



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**Findings Report**

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The following information is associated with a Complaint Investigation Follow Up:

**Staff Records**

**Records Reviewed: 18**

**Records with Missing/Incomplete Components: 1**

Staff # 1	Met
Date of Hire: 11/10/2021	
Staff # 2	Met
Date of Hire: 04/28/2022	
Staff # 3	Met
Date of Hire: 10/27/2020	
Staff # 4	Met
Date of Hire: 11/28/2021	
Staff # 5	Met
Date of Hire: 05/20/2022	
Staff # 6	Met
Date of Hire: 08/29/2016	
Staff # 7	Met
Date of Hire: 03/08/2016	
Staff # 8	Not Met
<u>"Missing/Incomplete Components"</u>	
.09-Criminal Records Check Missing	

**Records Reviewed: 18****Records with Missing/Incomplete Components: 1**

Staff # 9	Met
Date of Hire: 10/14/2021	
Staff # 10	Met
Date of Hire: 02/01/2022	
Staff # 11	Met
Date of Hire: 01/05/2022	
Staff # 12	Met
Date of Hire: 03/07/2022	
Staff # 13	Met
Date of Hire: 05/16/2022	
Staff # 14	Met
Date of Hire: 05/16/2022	
Staff # 15	Met
Date of Hire: 08/03/2021	
Staff # 16	Met
Date of Hire: 10/01/2015	
Staff # 17	Met
Date of Hire: 05/17/2022	
Staff # 18	Met
Date of Hire: 02/23/2022	

**Staff Credentials Reviewed: 2****591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)****Not Met****Finding**

591-1-1-.09(1)(a) requires that a Center ensure that every actual and potential Director, Employee and Provisional Employee of a Child Care Learning Center submit both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site. It was determined based on observation that the center did not ensure that every actual and potential Director, Employee and Provisional Employee of a Child Care Learning Center submit both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site as one individual (listed as staff person # 7) was observed to drive the center's vehicle during after school transportation without first obtaining a valid and current satisfactory Comprehensive Record Check Determination.

**POI (Plan of Improvement)**

IMMEDIATE CORRECTION - The Center will ensure that every actual and potential Director, Employee and Provisional Employee of a Child Care Learning Center submit both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site as required. The program's owner or an officer/member of the corporation must view the A to Z Background Check video units pertaining to this records check rule and return the signed affidavit within one week from this visit date. The Center will ensure the CRC rules are maintained.

**Correction Deadline: 5/18/2022**

**Finding**

591-1-1-.09(1)(c) requires the Center to ensure that every Employee has a valid and current satisfactory Comprehensive Records Check Determination on file prior to being present at the Center while any child is present for care or before an individual age 17 or older resides in the Center. The Comprehensive Records Check Determination must have a Records Check Clearance Date that is no older than the preceding 12 months of the hire date; provided, however, if the Employee has had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, a new satisfactory Comprehensive Records Check Determination is required. It was determined based on observation that the center did not ensure that every Employee had a valid and current satisfactory Comprehensive Records Check Determination on file prior to being present at the Center as one individual (listed as staff person # 7) was observed to drive the center's vehicle during after school transportation without first obtaining a valid and current satisfactory Comprehensive Record Check Determination.

**POI (Plan of Improvement)**

IMMEDIATE CORRECTION - The Center will ensure that every Employee has a valid and current satisfactory Comprehensive Records Check Determination on file prior to being present at the Center while any child is present for care or before an individual age 17 or older resides in the Center. The Comprehensive Records Check Determination must have a Records Check Clearance Date that is no older than the preceding 12 months of the hire date; provided, however, if the Employee has had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, a new satisfactory Comprehensive Records Check Determination is required. The program's owner or an officer/member of the corporation must view the A to Z Background Check video units pertaining to this records check rule and return the signed affidavit within one week from this visit date. The center will ensure the CRC rules are maintained.

**Correction Deadline: 5/18/2022**