



**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:** 1/22/2020    **VisitType:** Licensing Study    **Arrival:** 10:45 AM    **Departure:** 12:50 PM

**CCLC-51217**

**Tender Hearts Preschool LLC**

326 2nd Street, NW Cairo, GA 39828 Grady County  
 (229) 377-1755 vlg1192@windstream.net

**Regional Consultant**

Cresia Jackson

Phone: (229) 238-2958

Fax: (229) 238-2957

cresia.jackson@decal.ga.gov

**Mailing Address**

Same

**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.
01/22/2020	Licensing Study	Good Standing	
10/21/2019	Complaint Closure	Good Standing	
10/03/2019	Complaint Investigation & Monitoring Visit	Good Standing	

  

<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.

**Ratios/License Capacity**

Building	Room	Age Group	Staff	Children	NC/C	Max 35 SF.	35 SF. Comp.	Max 25 SF.	25 SF. Comp.	Notes
Bldg II	Bldg 2		0	0	C	27	C	NA	NA	
Total Capacity @35 sq. ft.: 25			Total Capacity @25 sq. ft.: 0			Building capacity limited by Insufficient Toilets/Sinks				
Main	A - 1 & 2 yr olds	One Year Olds and Two Year Olds	1	8	C	11	C	NA	NA	Story
Main	B1 - 3 & Up	Three Year Olds and Four Year Olds and Five Year Olds	1	10	C	9	NC	NA	NA	Story
Main	B2- 3's & 4's		0	0	C	3	C	NA	NA	
Main	C - 6wks- 12 mths		0	0	C	6	C	NA	NA	
Total Capacity @35 sq. ft.: 29			Total Capacity @25 sq. ft.: 0							
Total # Children this Date: 18			Total Capacity @35 sq. ft.: 54			Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	Playground A - 6wks- 2 yrs	14	C
Main	Playground B - Preschool to School Age	35	C
Main	Playground C - Afterschool Children	35	C

**Comments**

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

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@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.

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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.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)

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Verna Grant, Program Official

Date

Cresia Jackson, Consultant

Date



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### Findings Report

**Date:** 1/22/2020 **VisitType:** Licensing Study **Arrival:** 10:45 AM **Departure:** 12:50 PM

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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 variety of equipment and toys were observed throughout the center.

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

**Met**

**Comment**

Center does not provide swimming activities.

#### Facility

**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**

Center appears clean and well maintained.

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

**Met**

**Comment**

Playground observed to be clean and in good repair.

#### Health and Hygiene

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

**Met**

**Comment**

Staff state proper knowledge of diapering procedures.

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

**Comment**

Staff were observed to remind children to wash hands.

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

**Comment**

The Provider currently does not dispense/administer medication.

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**Safety**

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

**Comment**

Staff were observed to maintain a positive learning environment on this date.

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591-1-1-.36 Transportation(CR) Technical Assistance

**Technical Assistance**

Consultant discussed with Director to ensure date is added to inspection form upon service.

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**Sleeping & Resting Equipment**

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

**Comment**

Pleasant naptime environment observed.

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**Staff Records**

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

**Correction Deadline: 10/3/2019**

**Corrected on 1/22/2020**

**This citation was observed to be correct on this date.**

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**Corrected on 1/22/2020**

**This citation was observed to be correct on this date.**

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

**Comment**

Staff observed to be compliant with applicable laws and regulations.

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**Staffing and Supervision**

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

**Comment**

Adequate supervision observed on this date.

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

**Comment**

Staff observed to provide direct supervision and be attentive to children's needs.