



**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:** 4/18/2017    **VisitType:** Complaint Closure from visit on 04/06/2017    **Arrival:** 10:45 AM    **Departure:** 11:30 AM

**CCLC-18244**

**Loving Hands Learning Center**

367 Veterans Memorial Highway Mableton, GA 30126 Cobb County  
 (770) 944-3553 ravellaconrad@gmail.com

**Mailing Address**

367 Verterans Memorial Highway  
 Mableton, GA 30126

**Regional Consultant**

Alison Benson

Phone: (866) 369-6921

Fax: (866) 370-1204

alison.benson@decal.ga.gov

<b>Compliance Zone Designation</b>			<p><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.</p> <p><b>Good Standing</b> - Program is demonstrating an acceptable level of performance in meeting the rules.</p> <p><b>Support</b> - Program performance is demonstrating a need for improvement in meeting rules.</p> <p><b>Deficient</b> - Program is not demonstrating an acceptable level of performance in meeting the rules.</p>
04/18/2017	Complaint Closure	Good Standing	
04/18/2017	POI Follow Up	Good Standing	
04/06/2017	Complaint Investigation Follow Up	Good Standing	


**Comments**

**Advisement of Potential for Repeated Rule Violations during Pending Investigations**

This report shall serve as official notice of potential rule violations. These potential rule violations have been detailed in this report and discussed with you by the consultant. The department shall conduct a thorough investigation to determine if in fact the alleged rule violation(s) should or should not be substantiated. Please be aware that the investigation may take some time to be finalized to ensure fairness and accuracy. During this investigation period, any violations of an identical rule or rules will require the department to treat any and all substantiated rule violations identified in the investigation as repeated rule violation(s).

Further, from time to time the department discovers additional rule violations during the course of an investigation. If there are new rule violation(s), your consultant shall inform you of the violation(s) as soon as possible. However, as stated above, any violations of identical rule(s) will require the department to treat any and all additional rule violations identified in the investigation as repeated rule violations.

All rule violations found in relation to a complaint or incident investigation will be associated with the date the investigation was closed.



**Reminder:** All employees of child care programs must be fingerprinted before **January 1, 2017**. For instructions and to submit records check applications online, please visit [www.decalkoala.com](http://www.decalkoala.com). You are encouraged not to wait and to complete the process as soon as possible.

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@decals.ga.gov](mailto:CCSRefutations@decals.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://decals.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)

I have read and understand the Rules and Regulations for Group Day Care Homes, 290-1-1. I acknowledge that the items noted in this report have been discussed with me and I have agreed to a Plan of Improvement (POI) as indicated in this report. I understand that correction of these deficiencies, while required, will not necessarily prevent DECAL from taking adverse action against this facility. I understand that if I disagree with any of the deficiencies cited, I have the right to refute them on this report or any other form that I choose to send to Child Care Services.

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Ravella Conrad, Program Official

Date

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Alison Benson , Consultant

Date



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### Summary Report

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The following information is associated with a Complaint Closure:

<b>Staffing and Supervision</b>
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**591-1-1-.32 Staff:Child Ratios and Group Size(CR)****Not Met****Finding Associated with Complaint**

591-1-1-.32(4) requires that children under three years old be housed in separate physical areas from older children except during early morning arrival and late afternoon departure times. It was determined based on observation that children under three years old were combined with older children at a time other than arrival/departure.

**POI (Plan of Improvement)**

The center will maintain separation of these children under three years old.

**Correction Deadline: 4/20/2017**

**Finding Associated with Complaint**

591-1-1-.32(4) requires that children under three years old be housed in separate physical areas from older children except during early morning arrival and late afternoon departure times. It was determined based on staff statements, and consultant's observation, there is enough evidence to substantiate the allegation stating that the center staff has been responsible for children of mixed ages, ranging from two-years-old to ten-year-old or older on a regular basis.

**POI (Plan of Improvement)**

The center will maintain separation of these children under three years old.

**Correction Deadline: 5/2/2017**