



**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:** 5/22/2017    **VisitType:** Complaint Investigation & Monitoring Visit    **Arrival:** 9:30 AM    **Departure:** 12:45 PM

**CCLC-14174**

**Friends & Co.**

237 Sunset Circle Moultrie, GA 31768 Colquitt County  
 (229) 985-3916 friendsandco@windstream.net

**Mailing Address**  
 Same

**Regional Consultant**

Beth Houtz

Phone: (229) 238-2130

Fax: (229) 238-2955

beth.houtz@decal.ga.gov

Joint with: Rena Keene

<b>Compliance Zone Designation</b>		
05/22/2017	Complaint Closure	Good Standing
05/22/2017	Complaint Investigation & Monitoring Visit	Good Standing
02/23/2017	Monitoring Visit	Good Standing

**Compliance Zone Designation** - 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.

**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	Room A	One Year Olds	2	7	C	13	C	NA	NA	Centers,Free Play,Music
Main	Room B	Infants	2	9	C	10	C	NA	NA	Floor Play,Nap,Feeding
Main	Room C	Three Year Olds	1	11	C	10	NC	NA	NA	Outside,Transitioning
Main	Room D	Four Year Olds	1	12	C	18	C	NA	NA	Outside
Total Capacity @35 sq. ft.: 51					Total Capacity @25 sq. ft.: 0					
Total # Children this Date: 39			Total Capacity @35 sq. ft.: 51			Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	A	85	C

**Comments**

The purpose of today's visit was to conduct a Complaint Investigation, Monitoring Visit and follow up on previously cited rule violations.

Director stated that two employees had been hired since last visit.

Note: The citations previously made were not populated on current visit form, including staff names.

Plan of Improvement: Developed This Date 05/22/2017

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).



**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.



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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)

\_\_\_\_\_  
Pat Grogan, Program Official

Date

\_\_\_\_\_  
Beth Houtz, Consultant

Date

\_\_\_\_\_  
Rena Keene, Consultant

Date



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### Findings Report

**Date:** 5/22/2017    **VisitType:** Complaint Investigation & Monitoring Visit    **Arrival:** 9:30 AM    **Departure:** 12:45 PM

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The following information is associated with a Monitoring Visit:

### Activities and Equipment

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

**Technical Assistance**

**Technical Assistance**

591-1-1-.03(3)(d)1. requires a center to provide individual attention to each child by responding promptly to the child's distress signals and need for comfort. An infant was heard crying for over ten minutes. Staff stated that this child was having difficulty in adjusting to placement at the center because he had been home with both parents prior to being placed at the center. Please ensure that all staff are knowledgeable about the need for immediate response to needs for comfort.

**Correction Deadline: 5/22/2017**

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

**Not Met**

**Finding**

591-1-1-.12(1)(a) requires each Employee and child in attendance to use all indoor and outdoor furniture, activity materials, and equipment in a safe and appropriate manner. It was determined based on consultant's observation that a child in the infant room was placed in a high chair at a time when not being fed. The child was not secured in the high chair with a safety strap.

**POI (Plan of Improvement)**

The director will ensure center staff are trained in and children are taught the proper use of all furniture, materials and equipment; will implement a plan for this information to be reviewed with both groups on an ongoing basis; and for monitoring proper usage. Safety straps will always be used as required when children are placed in high chairs.

**Correction Deadline: 5/22/2017**

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

**Met**

**Comment**

No Swimming Activities Provided

### Children's Records

Child # 2 Not Met

"Missing/Incomplete Components"

.08(1)(b)-Work Address Missing,.08(c)-Address of Release Person Missing,.08(a)-(f)-Allergies and Disabilities,.08(a)-(f)-Doctor, Clinic, Phone Numbers

Child # 4 Not Met

"Missing/Incomplete Components"

.08(c)-Address of Release Person Missing,.08(a)-(f)-Allergies and Disabilities

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

**Not Met**

**Finding**

591-1-1-.08(a)-(f) requires 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 that includes the following information: (a) child's name, birth date, sex, address, living arrangement, name of school if applicable; (b) names of both Parents, home and work addresses, and home and work telephone numbers; (c) name(s) and addresses of the person(s) to whom the child may be released including address, telephone number, relationship to child and other identifying information; (d) name(s) and telephone number(s) of person(s) to contact in emergencies when the Parent cannot be reached; (e) name and telephone number of the child's primary source of health care; and (f) known allergies, physical problems, mental health disorders, mental retardation or developmental disabilities which limit the child's participation in the program. It was determined that children's records did not contain all required information. Two of five children's records checked did not contain information as to whether the children had any allergies or special needs - these items were left blank. One of the five records checked did not contain the telephone number for the child's doctor. Information for release persons were incomplete in two of the five children's records. Additionally, one of the five records did not list the father's work address.

**POI (Plan of Improvement)**

Center staff will develop a plan that includes how to obtain all required information for currently enrolled children and how to ensure this is done for future enrollees as well. The plan will also include how and where to maintain files for the required amount of time. The plan will be implemented and followed.

**Correction Deadline: 5/22/2017**

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**591-1-1-.23 Parental Authorization**

**Met**

**Comment**

Parent Authorizations Obtained/Completed

**Facility**

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

**Not Met**

**Finding**

591-1-1-.19(1) requires the Center to provide 35 square feet of usable space per child. It was determined based on consultant's observation that the center did not provide 35 square feet of usable space per child in the three year old classroom (Room C). Eleven children were cared for in a space that was licensed for ten] children.

**POI (Plan of Improvement)**

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

**Correction Deadline: 5/22/2017**

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**591-1-1-.25 Physical Plant - Safe Environment(CR)**

**Not Met**

**Finding**

591-1-1-.25(13) requires that hazardous equipment, materials and supplies be inaccessible to children. It was determined based on consultant's observation that unsafe storage of materials dangerous to children was observed in the four year old classroom. Two strapping tape dispensers with sharp edges were observed in a cubby shelf that was accessible to the children. A can of Lysol was also observed in the bathroom adjacent to the four year old classroom on a chest of drawers, and a broom and dust pan was also accessible to the children. An empty Red Bull can was also observed on a low shelf next to the bathroom door in the three year old classroom.

**POI (Plan of Improvement)**

To ensure the safe storage of hazardous items, center staff will keep all hazardous materials in a locked storage area or in a location that is out of the reach of children.

**Correction Deadline: 5/22/2017**

**Finding**

591-1-1-.25(13) requires that hazardous equipment, materials and supplies be inaccessible to children. It was determined based on consultant's observation that unsafe storage of materials dangerous to children was observed in the four-year-old classroom. two strapping tape dispensers with sharp edges were observed in a cubby shelf that was accessible to the children. A can of Lysol was also observed in the bathroom adjacent to the four year old classroom on a chest of drawers, and a broom and dust pan was also accessible to the children. An empty Red Bull can was also observed on a low shelf next to the bathroom door in the three-year-old classroom.

**POI (Plan of Improvement)**

To ensure the safe storage of hazardous items, the center staff will keep all hazardous materials in a locked storage area or in a location that is out of the reach of children.

**Correction Deadline: 5/22/2017**

**Correction Deadline: 2/23/2017**

**Corrected on 5/22/2017**

**This citation was observed to corrected on this date.**

**Finding**

591-1-1-.25(7) requires that doors to rooms not approved for child care, other than the kitchen doors, be latched or locked so children cannot wander into those areas. and requires that in all rooms, Except in School-age Centers, interior Center door locks shall permit Personnel to open the locked room from outside of the room in an emergency. It was determined based on consultant's observation that the kitchen door was not secured and could be pushed open as there was no door knob on the door.

**POI (Plan of Improvement)**

The Center will routinely check that doors to unapproved rooms remain latched or locked and that Staff can open the locked rooms in an emergency.

**Correction Deadline: 5/22/2017**

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

Observation-Clean/Good Repair

<b>Food Service</b>
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**591-1-1-.15 Food Service & Nutrition****Met****Comment**

Menu Meets USDA Guidelines - Lunch served during visit included macaroni and cheese, peas, strawberries, rolls and milk.

**Comment**

Menu Meets USDA Guidelines - Lunch served during visit included macaroni and cheese, peas, strawberries, rolls, and milk.

**Correction Deadline: 2/24/2017**

Corrected on 5/22/2017

This citation was observed to be corrected on this date.

<b>Health and Hygiene</b>
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**591-1-1-.07 Children's Health**

**Not Met**

**Finding**

591-1-1-.07(5) requires center staff to not permit children to wear around their necks or attach to their clothing pacifiers or other hazardous items. It was determined based on consultant's observation that three of nine children in the infant room were allowed to wear bibs at times other than feeding.

**POI (Plan of Improvement)**

The center will instruct staff regarding this safety requirement.

**Correction Deadline: 5/22/2017**

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

**Met**

**Comment**

Observed-Proper Diapering

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

**Technical Assistance**

**Technical Assistance**

591-1-1-.17 - Ensure Lids Remain on Trash Container - the trash can in the four year old classroom was not equipped with a lid.

**Comment**

Observed-Proper Hand Washing Throughout

**Technical Assistance**

591-1-1-.17(7)(e) requires washcloth handwashing be used only for infants when the infant is too heavy to hold or cannot stand safely and for children with special needs; requires that an individual washcloth be used only once for each child before laundering. Please be sure that all children's hands are washed, either by soap and running water or individual wash cloths for infants who cannot hold up their heads.

**Correction Deadline: 5/22/2017**

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

**Met**

**Comment**

Discussed-Documentation/Procedures - Staff stated that medications are not administered to children in care.

<b>Safety</b>
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**591-1-1-.11 Discipline(CR)**

**Met**

**Comment**

Observed-Discussion/Redirection

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

**Met**

**Comment**

No Field Trips at This Time

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

**Met**

**Comment**

Observed-Complete Documentation

**Correction Deadline: 2/24/2017**

Corrected on 5/22/2017

This citation was observed to be corrected on this date.

**591-1-1-.30 Safe Sleeping and Resting Requirements(CR)****Not Met****Finding**

591-1-1-.30(2)(b) requires that Center Staff shall not place objects or allow objects to be placed in or on the crib with an infant such as but not limited to toys, pillows, quilts, comforters, bumper pads, sheepskins, stuffed toys, or other soft items. It was determined based on consultant's observation that objects were allowed to be placed in the cribs with infants. Four blankets were observed in cribs that were in use.

**POI (Plan of Improvement)**

Blankets and other items will not be used in the cribs that are in use for infants.

**Correction Deadline: 5/23/2017****Finding**

591-1-1-.30(2)(c) requires that Center Staff shall not attach objects or allow objects to be attached to a crib with a sleeping infant, such as, but not limited to, crib gyms, toys, mirrors and mobiles. It was determined based on consultant's observation that baskets for pacifiers and other items were hanging on the inside of all nine cribs in the classroom; four cribs were in use when observed. Additionally, one burp pad was hanging on one of the cribs.

**POI (Plan of Improvement)**

The storage baskets were removed while consultants were in the room and placed in the children's cubbies. Director stated that the baskets will no longer be placed in the cribs and that no items will be attached to cribs.

**Correction Deadline: 5/23/2017****Finding**

591-1-1-.30(2)(g) requires that wedges, other infant positioning devices and monitors shall not be used unless the Parent provides a physician's written statement authorizing its use that includes how to use the device and a time frame for using the device is provided for that particular infant. It was determined that four positioning pillows were in use in the infant classroom. Two infants were observed to be lying on two of the four devices during visit. Director stated that she did not have doctor's statements for any of the four children who had the pillows in their cribs.

**POI (Plan of Improvement)**

The center will immediately stop the use of positioning devices and cushions until and/or unless a doctor's written statement is obtained which states the need for the child to use such a device. The statement must include the time frame for any prescribed use of the devices.

**Correction Deadline: 5/23/2017****Technical Assistance**

591-1-1-.30(2)(h) - 591-1-1-.30(2)(h) requires that infants shall not sleep in equipment other than safety-approved cribs, such as, but not limited to, a car safety seat, bouncy seat, highchair, or swing. Infants who arrive at the Center asleep or fall asleep in such equipment, on the floor or elsewhere, shall be transferred to a safety-approved crib. One infant was observed to be asleep in a bouncy seat and director instructed staff to remove the child to the infant's crib. Director had told staff for a second time to remove the sleeping infant and place in a crib before staff responded. Please ensure that all staff who care for infants are knowledgeable about all aspect of safe sleep requirements and that infants can not sleep in equipment other than safety approved cribs.

**Correction Deadline: 5/23/2017**

Staff # 1

Not Met

Date of Hire: 04/21/2017

"Missing/Incomplete Components"

.09-Criminal Records Check Missing

Staff # 2

Not Met

Date of Hire: 01/13/2006

"Missing/Incomplete Components"

.09-Criminal Records Check Missing

**591-1-1-.09 Criminal Records Check(CR)****Not Met****Finding**

591-1-1-.09(1)(c) requires the Center to maintain valid evidence of a satisfactory criminal records check for the Director, each Employee and each Provisional Employee of the Child Care Learning Center for the duration of their employment plus one year, such evidence must be made immediately available to the Department upon request. It was determined that one of two new staff did not have evidence of a satisfactory background check through fingerprints on file. The employee was hired on April 21, 2017 and had a local check on file for that date. Cogent fingerprints were taken, but the application was not submitted to the department so that the facility could obtain the results.

Additionally, an employee who was employed when previous visit was made still did not have resolution to a previously submitted application. A one-day letter was left with the director.

**POI (Plan of Improvement)**

The Center will ensure that valid evidence of satisfactory Cray's are maintained and are immediately available to the Department for the duration of the Employees employment plus one year. No employee will be allowed to remain on site beyond 21 days when satisfactory evidence of a fingerprint check has not been received.

**Correction Deadline: 5/22/2017****Finding**

591-1-1-.09(1)(c) requires the Center to maintain valid evidence of a satisfactory criminal records check for the Director, each Employee and each Provisional Employee of the Child Care Learning Center for the duration of their employment plus one year, such evidence must be made immediately available to the Department upon request. It was determined that one of two new staff did not have evidence of a satisfactory background check through fingerprints on file. The employee was hired on April 21, 2017 and had a local check on file for that date. Cogent fingerprints were taken, but the application was not submitted to the department so that the facility could obtain the results.

A one day letter was left with the director.

**POI (Plan of Improvement)**

The Center will ensure that valid evidence of satisfactory Criminal Record's Check's are maintained and are immediately available to the Department for the duration of the Employees employment plus one year. No employee will be allowed to remain on site beyond 21 days when satisfactory evidence of a fingerprint check has not been received.

**Correction Deadline: 5/22/2017**



**Finding**

591-1-1-.09(1)(e) requires every Employee hired before January 1, 2014 have either a satisfactory Preliminary Records Check Determination or a satisfactory Fingerprint Records Check Determination on file and requires that Employees hired before January 1, 2014 that have only a satisfactory Preliminary Records Check Determination on file to obtain a Fingerprint Records Check Determination before January 1, 2017. It was determined that one of seven employees did not have a Satisfactory Fingerprint Records Check Determination on file. This employee was hired prior to January 1, 2014 and has only a local check on file. A one-day letter was left with director.

**POI (Plan of Improvement)**

The Center will ensure that every employee hired before January 1, 2014 has a satisfactory preliminary determination or satisfactory fingerprint determination on file and will have a plan to ensure that these employees obtain a Fingerprint Records Check Determination before January 1, 2017.

**Correction Deadline: 5/22/2017**

**Recited on 5/22/2017**

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

**Correction Deadline: 3/9/2017**

**Corrected on 5/22/2017**

**This citation was observed to be corrected.**

<b>Staffing and Supervision</b>
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**591-1-1-.32 Staff:Child Ratios and Group Size(CR)** **Met**

**Comment**

Observed-Appropriate Staff:Child Ratios

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

**Comment**

Discuss-Prompt Response-Bath/Playground