



**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:** 9/12/2018    **VisitType:** Complaint Investigation & Monitoring Visit    **Arrival:** 9:20 AM    **Departure:** 2:55 PM

**CCLC-33746**

**Shenandoah Learning Center, LLC**

40 Bledsoe Rd. Newnan, GA 30263 Coweta County  
 (770) 683-7529 shenandoahlc@yahoo.com

**Regional Consultant**

Laura Swann

Phone: (706) 855-3454

Fax: (706) 434-7641

laura.swann@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.  <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.
09/12/2018	Complaint Investigation & Monitoring Visit	Deficient	
09/05/2018	Incident Investigation Closure	Good Standing	
08/09/2018	Complaint Closure	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	A-1st Right		0	0	C	9	C	NA	NA	
Main	B-1st Left	One Year Olds	1	8	C	14	C	NA	NA	Free Play
Main	C-Back Left		0	0	C	22	C	NA	NA	
Main	D-2nd Left	Infants and One Year Olds	2	7	C	18	C	NA	NA	Free Play
Main	E-2nd Right	Two Year Olds	1	10	C	19	C	NA	NA	Free Play
Main	F-Back Right	Three Year Olds and Four Year Olds	2	18	C	35	C	NA	NA	Centers

Total Capacity @35 sq. ft.: 117

Total Capacity @25 sq. ft.: 0

Total # Children this Date: 43

Total Capacity @35 sq. ft.: 117

Total Capacity @25 sq. ft.: 0

Building	Playground	Playground Occupancy	Playground Compliance
Main	A-Preschool & SA	45	C
Main	B-Infant/Toddlers	26	C

**Comments**

One day and POI letter left on this date.

Plan of Improvement: Developed This Date 09/26/2018

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.

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@dec.al.ga.gov](mailto:CCSRefutations@dec.al.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://dec.al.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.dec.al.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@dec.al.ga.gov](mailto:qualityrated@dec.al.ga.gov)

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Sophia Wright, Program Official

Date

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Laura Swann, Consultant

Date



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### Findings Report

**Date:** 9/12/2018 **VisitType:** Complaint Investigation & Monitoring Visit **Arrival:** 9:20 AM **Departure:** 2:55 PM

**CCLC-33746**

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The following information is associated with a Monitoring Visit:

#### Activities and Equipment

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

**Met**

**Comment**

Discussed adding equipment and toys to enhance variety.

**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**

**Correction Deadline: 7/26/2018**

**Corrected on 9/12/2018**

**.25(8) - Correction observed on this date. Cords in classroom C were secured.**

**Finding**

591-1-1-.26(4) requires that playgrounds be protected from traffic or other hazards by a (4) four foot high fence or other barrier approved by this Department. Fencing material shall not present a hazard to children and shall be maintained so as to prevent children from leaving the playground area by any means other than through an approved access route. Fence gates shall be kept closed except when persons are entering or exiting the area. It was determined based on observation that the following hazards were observed on playground A:

The bottom left side front section of the fencing had exposed sharp metal pieces.

The bottom section of the fencing around the air conditioner units had exposed sharp metal pieces.

The bottom section of fencing around the swings for older children had exposed sharp metal pieces.

The gate on the left side of the playground had a 4" to 6 1/2" gap at the bottom posing an entrapment hazard.

**POI (Plan of Improvement)**

The Center will routinely check the fence to determine if it is in good repair and remains at least 4 feet high, and will repair any hazards. The Center will train Staff to identify and report any fence hazards and to keep the fence gates closed when not in use.

**Correction Deadline: 9/12/2018**

**Finding**

591-1-1-.26(6) requires that playground equipment provide an opportunity for the children to engage in a variety of experiences and shall be age-appropriate. For example, toddlers shall not be permitted to swing in swings designed for School-age Children. The outdoor equipment shall be free of lead-based paint, sharp corners and shall be regularly maintained in such a way as to be free of rust and splinters that could pose significant safety hazard to the children. All equipment shall be arranged so as not to obstruct supervision of children.

It was determined based on observation the following hazards were present:

Playground A:

The concrete sidewalk had a gap down to the ground measuring 3 1/2" to 8" making the sidewalk not flush with the ground posing a tripping hazard.

**POI (Plan of Improvement)**

Staff will check the equipment daily to ensure that the equipment is free of hazards, rust and splinters. The center will repair items listed above to ensure playground is safe for children in care. Consultant reviewed with the director items that could be used to make concrete flush (pea gravel, sand, grass, pine straw, mulch and pouring a ramp or slant along the edges of the concrete sidewalk to ensure a tripping hazard does not exist.

**Correction Deadline: 9/13/2018**

**Recited on 9/12/2018**

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

Proper diapering procedures observed.

**591-1-1-.20 Medications(CR)****Not Met****Finding**

591-1-1-.20(4) requires the Center to keep medication in a cabinet or container that is locked or otherwise not accessible to the children and to be stored separate from cleaning chemicals, supplies or poisons. Medications requiring refrigeration shall be placed in a leak-proof container in a refrigerator that is not accessible to the children. It was determined based on observation that in classroom E, a child's "Sterilite" plastic storage drawer that was accessible to children contained "Mometasone Furoate" ointment.

**POI (Plan of Improvement)**

The Center will train Staff on the safe and proper storage of medication and monitor to ensure that the rule is met.

**Correction Deadline: 9/12/2018**

**591-1-1-.11 Discipline(CR)****Not Met****Finding**

591-1-1-.11(1) requires that disciplinary actions used to correct a child's behavior, guidance techniques and any activities in which the children participate or observe at the Center shall not be detrimental to the physical or mental health of any child. It was determined based on staff statements in classroom B that one-year-old children were placed in time-out in high chairs for fifteen minutes for discipline.

**POI (Plan of Improvement)**

Center staff will cease use of this disciplinary method; the director will provide staff training on appropriate child guidance techniques and have a system in place to monitor and identify/prevent inappropriate actions.

**Correction Deadline: 9/12/2018**

**Recited on 9/12/2018**

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

Paperwork, checklist, permission forms, annual inspection form and proper check of the vehicle after transportation were discussed with the director.

**Sleeping & Resting Equipment****591-1-1-.30 Safe Sleeping and Resting Requirements(CR)****Technical Assistance****Technical Assistance**

591-1-1-.30 - Discussed SIDS and infant sleeping position.

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

591-1-1-.09(1)(g) requires Provisional Employees hired on or after January 1, 2014 to have a satisfactory Preliminary Records Check Determination. A Provisional Employee cannot reside at the Center or be present at the Center while children are present for care for more than 21 days from the date of hire or first day of residency without first submitting both a Fingerprint Records Check Application to the Department and Fingerprints to an authorized fingerprinting site. It was determined based on a review of records that a provisional employee hired July 9, 2018, had not submitted a fingerprint check application or fingerprints on this date.

**POI (Plan of Improvement)**

The Center will ensure that Provisional Employees hired on or after January 1, 2014 have a satisfactory Preliminary Records Check Determination. The Center will have a plan to ensure that Provisional Employees hired on or after January 1, 2014 submit a Fingerprint Records Check Application to the Department and Fingerprints to an authorized fingerprinting site within 21 days from the date of hire or the first day of residency. The Center will not allow a provisional employee to be at the Center while children are present if this requirement is not met. Consultant left a one day letter and reviewed with the director that staff can not be present at the center until a satisfactory fingerprint check letter is received.

**Correction Deadline: 9/12/2018**

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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 training at the time of employment that will count toward required annual training: Staff employed prior to September 30, 2016 will complete the training by December 29, 2016 and Staff employed after September 30, 2016 will complete the health and safety training within the first 90 days of employment. It was determined based on a review of records that one staff hire February 1, 2018, had not completed the required health and safety training within the first 90 days of employment.

**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.

**Correction Deadline: 10/12/2018****Defer**

591-1-1-.33(6)-Defer until January 1, 2019.

**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: 7/27/2018**

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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.

<b>Staffing and Supervision</b>
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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.

The following information is associated with a Complaint Investigation Visit:

<b>Activities and Equipment</b>
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**591-1-1-.03 Activities****Met****Correction Deadline: 9/5/2018****Corrected on 9/12/2018**

.03(9) - Staff stated children were not allowed to engage in rough play. Correction observed on this date.

<b>Health and Hygiene</b>
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**591-1-1-.17 Hygiene(CR)****Met****Correction Deadline: 9/5/2018****Corrected on 9/12/2018**

.17(7) - Correction observed on this date. Children were observed to wash hands.

<b>Policies and Procedures</b>
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**591-1-1-.29 Required Reporting****Met****Correction Deadline: 9/5/2018****Corrected on 9/12/2018****.29(3) - Correction observed on this date. Staff stated required reports will be made when child receives medical attention.**

<b>Staffing and Supervision</b>
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**591-1-1-.32 Supervision(CR)****Met****Correction Deadline: 9/5/2018****Corrected on 9/12/2018****.32(7) - Correction observed on this date.**