



**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:** 9/24/2018    **VisitType:** Complaint Investigation Follow Up    **Arrival:** 9:30 AM    **Departure:** 3:15 PM

**CCLC-38023**

**Carrington Academy at Big Creek**

6670 Shiloh Road Alpharetta, GA 30005 Forsyth County  
 (770) 751-3540 jenna.poss@nlcinc.com

**Regional Consultant**

Margarita Collier

Phone: (770) 342-7934

Fax: (678) 891-5989

margarita.collier@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.  <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.
09/24/2018	Complaint Investigation Follow Up	Good Standing	
08/29/2018	Licensing Study	Good Standing	
05/14/2018	Complaint Investigation Follow Up	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	Rm. 1	Infants	2	5	C	16	C	NA	NA	Free Play, Floor Play, Nap, Feeding
Main	Rm. 3	Three Year Olds	1	5	C	19	C	NA	NA	Lunch
Main	Rm. 4	Two Year Olds	2	5	C	18	C	NA	NA	Lunch, Transitioning, Circle Time
Main	Rm. 5	Two Year Olds and Three Year Olds	1	9	C	26	C	NA	NA	Outside, Circle Time, Transitioning
Main	Rm. 6		0	0	C	25	C	NA	NA	Not In Use
Main	Rm. 7	Three Year Olds and Four Year Olds	1	13	C	27	C	NA	NA	Nap
Main	Rm. 8		0	0	C	24	C	NA	NA	Not In Use
Main	Rm. 9	Four Year Olds and Five Year Olds and Six Year Olds and Over	1	9	C	17	C	23	C	TV
Main	Rm.2	One Year Olds	2	7	C	28	C	NA	NA	Lunch
Total Capacity @35 sq. ft.: 200					Total Capacity @25 sq. ft.: 202					

Total # Children this Date: 53    Total Capacity @35 sq. ft.: 200    Total Capacity @25 sq. ft.: 202    Building @25 capacity limited by Fire Marshall Limitations


Building	Playground	Playground Occupancy	Playground Compliance
Main	2 & 3 Years	42	C
Main	4+ Years	43	C
Main	Infant/Toddler	25	C

**Comments**

The purpose of this visit was to conduct a complaint investigation and to follow-up on the previous visit conducted on August 29, 2018.

Plan of Improvement: Developed This Date 09/24/2018

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.

**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.

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.decals.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@decals.ga.gov](mailto:qualityrated@decals.ga.gov)

Tiffany Batts, Program Official

Date

Margarita Collier, Consultant

Date



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

### Summary Report

**Date:** 9/24/2018    **VisitType:** Complaint Investigation Follow Up    **Arrival:** 9:30 AM    **Departure:** 3:15 PM

**CCLC-38023**

**Carrington Academy at Big Creek**

6670 Shiloh Road Alpharetta, GA 30005 Forsyth County  
(770) 751-3540 jenna.poss@nlcinc.com

**Mailing Address**  
Same

**Regional Consultant**

Margarita Collier

Phone: (770) 342-7934

Fax: (678) 891-5989

margarita.collier@decal.ga.gov

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

**Facility**

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

**Not Met**

**Technical Assistance**

Consultant discussed storing all hazardous items and/or materials in a locked container and/or cabinet inaccessible to the children with the director on this date. Please ensure that staff members verify all cabinets and/or drawers are locked when not in use.

**Finding**

591-1-1-.25(13) requires that potentially hazardous equipment, materials and supplies be stored in a locked area inaccessible to children. It was determined based on consultant's observation that a pair of adult scissors, a stapler, a stapler remover, and a box of staples were observed in an unlocked drawer located on the back left side of classroom 7.

**POI (Plan of Improvement)**

The Center will identify all hazardous items and keep them in a locked area inaccessible to children. The Center will inform all Staff about hazardous items and the safe storage of those items.

**Correction Deadline: 9/24/2018**

**Recited on 9/24/2018**

**Health and Hygiene**

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

**Not Met**

**Finding**

591-1-1-.10(4) requires that if diapers are changed on a diaper changing surface, the surface shall be smooth, nonporous, and equipped with a guard or rails to prevent falls. Between each diaper change, the diaper changing surface shall be cleaned with a disinfectant and dried with a single-use disposable towel. It was determined based on consultant's observation that the diaper changing pads located in classroom 2 and classroom 4 were torn with exposed foam.

**POI (Plan of Improvement)**

The Center will ensure there is a smooth, nonporous changing surface that has a guard or rails for safety in each classroom that houses children wearing diapers. Center Staff will be trained and have adequate supplies to properly clean the diaper changing surface between each diaper change.

**Correction Deadline: 9/24/2018**

<b>Staff Records</b>
----------------------

**591-1-1-.09 Criminal Records Check(CR)**

**Met**

**Correction Deadline: 8/29/2018**

**Corrected on 9/24/2018**

The previous citation was observed to be corrected on this date. Consultant observed the previously cited staff members to have evidence of a satisfactory determination letter on file on this date.

**Correction Deadline: 8/29/2018**

**Corrected on 9/24/2018**

The previous citation was observed to be corrected on this date. Consultant observed the previously cited staff members to have evidence of a satisfactory determination letter on file on this date.

**591-1-1-.33 Staff Training**

**Defer**

**Defer**

The previous citation was deferred due to the center having until the end of December 31, 2018 to complete the required 10 hours of annual training for the year 2018.

**POI (Plan of Improvement)**

Previously Cited: The center will plan and schedule the required 10 hours of ongoing training each year and follow up to ensure the training is completed.

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: 7/31/2018**