



**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:** 10/3/2019    **VisitType:** Complaint Closure from visit on 09/09/2019    **Arrival:** 12:30 PM    **Departure:** 4:00 PM

**CCLC-37632**

**Joyland Child Development Center North**

5273 Cleveland Hwy Clermont, GA 30527 Hall County  
 (770) 983-1011 director@joylandchildren.com

**Regional Consultant**

Monique Chambers  
 Phone: (770) 357-7006  
 Fax: (770) 357-7005  
 monique.chambers@decal.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.
10/03/2019	Complaint Closure	Support	
09/23/2019	Licensing Study	Good Standing	
09/09/2019	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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Tina Clark, Program Official

Date

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Monique Chambers, Consultant

Date



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**Summary Report**

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The following information is associated with a Complaint Closure:

<b>Activities and Equipment</b>
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**591-1-1-.12 Equipment & Toys(CR)**

**Not Met**

**Finding Associated with Complaint**

591-1-1-.12(1) requires each Employee and child in attendance to use all indoor and outdoor furniture, activity materials, and equipment in a safe and appropriate manner and in accordance with the manufacturer's instructions, recommendations, and intended use. All equipment and furniture shall be used only by the age-appropriate group of children. During an investigation, it was determined that on August 13, 2019, indoor furniture was not used in accordance with the manufacturer's instructions and recommendations when an eight-month-old infant was placed in a toddler chair manufactured for children ages two years old and older. The chair lacked straps, belts or other restraints. As a result, the infant fell out of the chair and sustained a red mark on the forehead. Professional medical treatment was not required but medical advice was obtained.

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

<b>Children's Records</b>
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**Finding Associated with Complaint**

591-1-1-.08(1) requires the 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. In order for the file to be complete, the file shall contain the following: child's name, birth date, sex, address, living arrangement, name of school if applicable; names of both Parents, home and work addresses, and home and work telephone numbers; name(s) and addresses of the person(s) to whom the child may be released including address, telephone numbers, relationship to child and to Parent(s), and other identifying information; name(s) and telephone number(s) of person(s) to contact in emergencies when the Parent cannot be reached; name and telephone number of the child's primary source of health care; and a statement regarding known allergies, physical problems, mental health disorders, mental retardation or developmental disabilities which limit the child's participation in the program. During an investigation, it was determined that on September 9, 2019, center staff failed to maintain a file for a nine-month-old infant in care. The file was not obtained from the parent until after it was requested during the investigation.

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

**Policies and Procedures**

**Finding Associated with Complaint**

591-1-1-.29(3) requires the Director or designated person-in-charge to report or cause to be reported to the Department within 24 hours or the next work day: any death of a child while in the care of the Center; any serious illness or injury requiring hospitalization or professional medical attention other than first aid of a child while in the care of the Center; any situation when a child in care becomes missing, such as, but not limited to, a child who is left on a vehicle, a child who leaves the building, playground, or property, or a child who is left behind on any trip; any fire; any structural disaster; and any emergency situation that requires temporarily relocating children. During an investigation, it was determined that on September 4, 2019, the Director failed to report to the Department when a nine-month-old infant sustained a bite mark on the forehead that required professional medical treatment. Center staff were made aware of the pediatric visit during a conference with the assistant director following the incident.

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

**Staffing and Supervision**

**Finding Associated with Complaint**

591-1-1-.32(7) requires that children be supervised at all times and that the persons supervising in the child care area be alert, able to respond promptly to the needs and actions of the children being supervised, as well as the actions of the chaperones and Students-in-Training, and provide timely attention to the children's actions and needs. During an investigation, it was determined that on August 13, 2019, there was a lack of supervision when an eight-month-old infant sustained a knot on the forehead after falling out of a toddler sized chair. Staff members were engaged in other activities and did not provide watchful oversight. The infant was a non-walking infant in the toddler classroom. On August 16, 2019, the then nine-month-old infant sustained two bumps on the head as a result of crawling into the wall and bumping their head on the baseboard. A staff member placed the infant on a mat that was near the wall and failed to oversee where the infant crawled. Furthermore, it was determined that there was a lack of supervision when a nine-month-old infant sustained a bite mark on the head on September 4, 2019 that required professional medical treatment. Staff were unaware of how the incident occurred.

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