



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: 12/20/2018 **VisitType:** Complaint Closure from visit on 11/19/2018 **Arrival:** 12:30 PM **Departure:** 3:15 PM

CCLC-32782

KinderCare Learning Center #410

2048 Lake Harbin Rd. Morrow, GA 30260 Clayton County
 (770) 961-0290 JenDavis@kindercare.com

Regional Consultant

Beverly Pollard

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beverly.pollard@dec.al.ga.gov

Mailing Address

2048 Lake Harbin Road
 Morrow, GA 30260

Quality Rated: ★ ★

Compliance Zone Designation		
12/20/2018	Complaint Closure	Good Standing
11/19/2018	Complaint Investigation Follow Up	Good Standing
09/11/2018	Licensing Study	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.


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. 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.

- 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)

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.

Jennifer Davis, Program Official

Date

Beverly Pollard, Consultant

Date



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Summary Report

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The following information is associated with a Complaint Closure:

Activities and Equipment

591-1-1-.03 Activities

Not Met

Finding Associated with Complaint

591-1-1-.03(8) requires a center to provide individual attention to each child by responding promptly to the child's distress signals and need for comfort. It was determined that on November 15, 2018, individual attention was not provided when a four-year-old child had a plastic, magnetic letter stuck on his finger for an undetermined length of time.

POI (Plan of Improvement)

The Center will provide staff training in when and how to respond appropriately to children's distress signals and need for comfort.

Correction Deadline: 12/20/2018

Policies and Procedures

591-1-1-.29 Required Reporting

Not Met

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. It was determined that on November 15, 2018, when a four-year-old child had a magnetic letter stuck on their finger and received professional medical attention the center did not report as required.

POI (Plan of Improvement)

The Center will develop a procedure so everyone knows how and when to report these incidents to the Department and will follow-up to make sure they are reported as required.

Correction Deadline: 12/20/2018

Staffing and Supervision

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

Not Met

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. It was determined that on November 15, 2018, watchful oversight was not provided when a four-year-old child had a plastic, magnetic letter stuck on his finger for an undetermined length of time. The child received professional medical treatment and the letter was cut off by a physician.

POI (Plan of Improvement)

The Center will train Staff and monitor to ensure they are providing supervision and watchful oversight to the children at all times.

Correction Deadline: 12/20/2018