



**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:** 8/13/2019 **VisitType:** Monitoring Visit

**Arrival:** 10:40 AM

**Departure:** 4:30 PM

**CCLC-103**

**Sheltering Arms - International Village Center**

3375 Chamblee Dunwoody Road Atlanta, GA 30341 DeKalb County  
 (770) 454-6220 jaedwards@shelteringarmsforkids.com

**Regional Consultant**

Chriscche Walker

Phone: (770) 359-5166

Fax: (678) 891-5618

chriscche.walker@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.
08/13/2019	Monitoring Visit	Good Standing	
01/15/2019	Licensing Study	Good Standing	
08/24/2018	Monitoring Visit	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	10th Rt- 4 y/o	PreK	3	15	C	30	C	NA	NA	Centers
Main	1st Rt- 0-12 mos	Infants	2	5	C	17	C	NA	NA	Feeding, Floor Play, Nap
Main	2nd Rt- 0-12 mos	Infants	1	3	C	17	C	NA	NA	Floor Play
Main	3rd Rt- 3 y/o	One Year Olds and Two Year Olds	2	7	C	17	C	NA	NA	Nap
Main	4th Rt- 2 y/o	One Year Olds	2	8	C	20	C	NA	NA	Transitioning, Lunch
Main	5th Rt- 2-3 y/o	Two Year Olds	2	8	C	21	C	NA	NA	Nap, Transitioning
Main	6th Rt-1-2 y/o	One Year Olds	3	9	C	24	C	NA	NA	Lunch
Main	7th Rt- 3-4 y/o	Three Year Olds	2	12	C	30	C	NA	NA	Transitioning, Lunch
Main	8th Rt- 3 8 y/o	PreK	2	19	C	30	C	NA	NA	Centers
Main	9th Rt- 4-5 y/o	PreK	2	20	C	30	C	NA	NA	Centers
Main	A-1st Right		0	0	C	0	C	NA	NA	Not In Use
Main	B-2nd Right		0	0	C	0	C	NA	NA	Not In Use
Main	C-3rd Right		0	0	C	0	C	NA	NA	Not In Use
Main	D-4th Right		0	0	C	0	C	NA	NA	Not In Use
Main	E-5th Right		0	0	C	0	C	NA	NA	Not In Use

Total Capacity @35 sq. ft.: 236

Total Capacity @25 sq. ft.: 0

Building	Playground	Playground Occupancy	Playground Compliance
Main	0-1 y/o	21	C
Main	1-2 y/o	38	C


**Comments**

The purpose of today's visit was to conduct a Monitoring Visit and to follow up from the January 15, 2019 visit. The consultant left a Transportation Frequently Asked Questions form, Transportation Vehicle Emergency Form, and a Staff Files Checklist on this date.

A one-day letter and an Affidavit was left on this date.

Plan of Improvement: Developed This Date 08/13/2019

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).



Please refer to the website, <http://www.dec.state.ga.us/CCS/Regulations.aspx>, for information regarding October 1, 2018 rule changes about Criminal Records Checks that may affect your facility. In summary,

- New records checks will be required to be completed if a staff member experiences a six month break in service from the child care industry
- New clearance is required at least once every five years
- Any staff member solely responsible for supervising children will be required to have completed a comprehensive background clearance
- All staff members are required to have completed at least a national fingerprint based clearance check
- Any staff member with only the national fingerprint based clearance, must be under constant and direct supervision of a staff member with a satisfactory comprehensive records check clearance
- Facilities are required to use DECAL KOALA for Criminal Records Checks, including to verify portability of an employee

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@dec.state.ga.us](mailto:CCSRefutations@dec.state.ga.us).

- 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.state.ga.us/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.decal.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@decal.ga.gov](mailto:qualityrated@decal.ga.gov)

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Janice Edwards, Program Official

Date

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Chrische Walker, Consultant

Date



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### Findings Report

**Date:** 8/13/2019    **VisitType:** Monitoring Visit    **Arrival:** 10:40 AM    **Departure:** 4:30 PM

#### CCLC-103

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#### Mailing Address

Same

The following information is associated with a Monitoring Visit:

### Activities and Equipment

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

Met

#### Comment

A variety of equipment and toys were observed throughout the center.

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

N/A

#### Comment

Center does not provide swimming activities.

### Children's Records

**Records Reviewed: 2**

**Records with Missing/Incomplete Components: 0**

Child # 1

Met

Child # 2

Met

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

Met

**Correction Deadline: 1/15/2019**

**Corrected on 8/13/2019**

**.08(1) - The previous citation has been corrected on this date. The consultant observed two children's files to have the physician's information.**

### Facility

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

Met

#### Comment

Licensed capacity observed to be routinely met by center.

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

**Comment**

No hazards observed accessible to children on this date.

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

**Comment**

Playground observed to be clean and in good repair.

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**Health and Hygiene**

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

**Comment**

Staff state proper knowledge of diapering procedures.

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

**Comment**

Proper hand washing observed throughout the center.

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

**Comment**

Discussed proper medication procedures.

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**Safety**

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**591-1-1-.11 Discipline(CR)** **Met**

**Comment**

Staff were observed to maintain a positive learning environment on this date.

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

**Technical Assistance**

591-1-1-.13 - Discussed walking field trip documentations.

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**591-1-1-.36 Transportation(CR)** **Not Met**

**Technical Assistance**

591-1-1-.36 - Paperwork, Transportation Training, and emergency vehicle forms were discussed with the Assistant Director on this date.

**Comment**

The center's vehicle that was used for field trips were not on site during the observation.

**Finding**

591-1-1-.36(7)(c)2. requires that the driver or other designated person shall immediately document in writing, with a check or other mark/symbol to account for each child listed on the passenger transportation checklist each time a child enters and exits the vehicle. The driver or other designated staff person shall document in writing with a different mark/symbol to account for each child listed on the passenger transportation checklist who was not present on the vehicle for any reason. An explanation shall be documented in writing whenever a child is transported to a field trip site but is not present on the return trip to the Center. It was determined based on a review of transportation documentations that eight children were not accounted for with a check or a symbol departing Huntley Hills Elementary and returning to the facility on March 28, 2019 and for 14 children departing Huntley Hills Elementary and returning to the facility on March 28, 2019. It was further determined that 12 children were not accounted for with a check and or a symbol departing Zoo Atlanta and returning to the facility on June 20, 2019 and for 12 children departing Stevi B's Pizza Buffet and returning to the facility on June 28, 2019.

**POI (Plan of Improvement)**

The driver/other designated person will immediately document in writing with a check/mark/symbol each time a child gets on and off the vehicle.

**Correction Deadline: 8/14/2019**

**Finding**

591-1-1-.36(7)(d)1. requires that the first check be conducted immediately upon unloading the last child at any location including, but not limited to, a field trip destination, arrival at the Center, and the last stop during transportation to home or school. The responsible person on the vehicle shall physically walk through the entire vehicle; visually inspect all seat surfaces, under all seats and in all compartments or recesses in the vehicle's interior; sign the passenger transportation checklist (s), indicating all of the children have exited the vehicle; and give the passenger transportation checklist(s) to the second designated Staff person. It was determined based on a review of transportation documentations that first checks were not conducted and or documented immediately upon loading the last child of 12 children at Huntley Hills and from returning to the facility on March 28, 2019. It was further determined that first checks were not conducted and or documented immediately upon loading the last child of seven children at Huntley Hills and from returning to the facility on March 28, 2019.

**POI (Plan of Improvement)**

The Center will train Staff who are or may be involved in transporting children in how to thoroughly inspect a vehicle and properly complete transportation documentation. The Center will review and monitor.

**Correction Deadline: 8/14/2019**

**Finding**

591-1-1-.36(7)(d)2. requires that the second designated Staff person conduct a check of the vehicle immediately upon the completion of the first check of the vehicle. The responsible person shall physically walk through the entire vehicle; visually inspect all seat surfaces, under all seats and in all compartments or recesses in the vehicle's interior; and sign the passenger transportation checklist(s), indicating all of the children have exited the vehicle. There shall be continuous watchful oversight of the vehicle between the first check and second check. It was determined based on a review of transportation documentation that a second check was not conducted and or documented immediately upon the completion of a first check when 13 children arrived at Huntley Hills and returned to the facility on March 28, 2019 and when seven children arrived at Huntley Hills and returned to the facility on March 28, 2019. It was further determined that a second check was not conducted and or documented immediately upon the completion of a first check when 12 children returned to the facility from Zoo Atlanta on June 20, 2019 and when 12 children returned to the facility from Stevi B's Pizza Buffet on June 28, 2019.

**POI (Plan of Improvement)**

The Center will train Staff who are or may be involved in transporting children in how to thoroughly inspect a vehicle and properly complete transportation documentation. The Center will review and monitor.

**Correction Deadline: 8/13/2019**

**Sleeping & Resting Equipment**

**591-1-1-.30 Safe Sleeping and Resting Requirements(CR)**

**Met**

**Comment**

Pleasant naptime environment observed.

**Staff Records**

**Records Reviewed: 27**

**Records with Missing/Incomplete Components: 4**

Staff # 1

Met

Date of Hire: 10/04/1999

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Staff # 2	Not Met
Date of Hire: 03/25/2019	
<u>"Missing/Incomplete Components"</u>	
.14(2)-CPR missing,.14(2)-First Aid Missing,.33(3)-Health & Safety Certificate,.24(1)-No Record	
Staff # 3	Met
Date of Hire: 09/22/2014	
Staff # 4	Met
Date of Hire: 08/10/2015	
Staff # 5	Not Met
Date of Hire: 03/25/2019	
<u>"Missing/Incomplete Components"</u>	
.33(3)-Health & Safety Certificate	
Staff # 6	Met
Date of Hire: 09/08/2009	
Staff # 7	Met
Date of Hire: 09/21/2001	
Staff # 8	Met
Date of Hire: 03/13/2000	
Staff # 9	Met
Date of Hire: 11/15/2004	
Staff # 10	Met
Date of Hire: 02/01/2010	
Staff # 11	Met
Date of Hire: 08/08/2008	
Staff # 12	Not Met
Date of Hire: 09/06/2017	
<u>"Missing/Incomplete Components"</u>	
.33(3)-Health & Safety Certificate	
Staff # 13	Met
Date of Hire: 01/26/2009	
Staff # 14	Met
Date of Hire: 12/10/1984	

**Records Reviewed: 27**

**Records with Missing/Incomplete Components: 4**

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Staff # 15 Date of Hire: 09/07/1999	Met
Staff # 16 Date of Hire: 08/08/2018 <u>"Missing/Incomplete Components"</u> .24(1)-No Record	Not Met
Staff # 17 Date of Hire: 10/19/2009	Met
Staff # 18 Date of Hire: 09/25/2018	Met
Staff # 19 Date of Hire: 06/15/1978	Met
Staff # 20 Date of Hire: 05/27/2016	Met
Staff # 21 Date of Hire: 11/02/2006	Met
Staff # 22 Date of Hire: 10/25/1999	Met
Staff # 23 Date of Hire: 08/18/2016	Met
Staff # 24 Date of Hire: 12/06/2018	Met
Staff # 25 Date of Hire: 08/18/2014	Met
Staff # 26 Date of Hire: 09/21/1999	Met
Staff # 27 Date of Hire: 05/26/2000	Met

**Staff Credentials Reviewed: 11**

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**591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)**

**Not Met**



**Comment**

Criminal record checks were observed to be complete for staff on this date.

**Correction Deadline: 1/15/2019**

**Corrected on 8/13/2019**

**.09(1)(a) - The previous citation has been corrected on this date. The consultant observed staff to submit both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site.**

**Correction Deadline: 1/15/2019**

**Corrected on 8/13/2019**

**.09(1)(d) - The previous citation has been corrected on this date. The consultant observed staff to have a valid and current satisfactory Fingerprint Records Check Determination on file with the Department.**

**Finding**

591-1-1-.09(1)(j) requires that for portability for Directors, Employees and Provisional Employees, excluding Students-in-Training, only the most recently issued determination letter is eligible for portability and must be ported electronically. A Center may accept a satisfactory Fingerprint Records Check Determination letter or a satisfactory Comprehensive Records Check Determination letter issued by the Department if the Records Check Clearance Date is within the preceding 12 months from the hire date, the individual has not had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, and the Center does not know or reasonably should not know that the individual's satisfactory status has changed. It was determined based on a review of records that one staff hired on September 6, 2017 did not have the most recently issued determination letter ported electronically to the current facility. A one-day letter was left on this date.

**POI (Plan of Improvement)**

IMMEDIATE CORRECTION - The Center will ensure that only the most recently issued determination letter is electronically ported for Directors, Employees and Provisional Employees, excluding Students-in-Training. A Center may accept a satisfactory Fingerprint Records Check Determination letter or a satisfactory Comprehensive Records Check Determination letter issued by the Department if the Records Check Clearance Date is within the preceding 12 months from the hire date, the individual has not had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, and the Center does not know or reasonably should not know that the individual's satisfactory status has changed. The program's owner or an officer/member of the corporation must view the A to Z Background Check video units pertaining to this records check rule and return the signed affidavit within one week from this visit date. The Center will ensure CRC rules are maintained.

**Correction Deadline: 8/13/2019**

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**591-1-1-.14 First Aid & CPR****Not Met****Finding**

591-1-1-.14(2) requires a Staff member who is trained in CPR and first aid to be on the premises and on any field trip whenever any child is present. In addition, Staff who provide direct care to children must satisfactorily obtain certification in first aid and CPR by December 29, 2016 if employed prior to September 30, 2016 and within 90 days of their hire date if employed after September 30, 2016. It was determined based on a review of records that one staff hired on March 25, 2019 did not complete first and CPR certification within 90 days of hired date.

**POI (Plan of Improvement)**

The Center will develop a schedule to ensure there is always a staff person with current first aid and CPR training present and will develop and implement a plan to ensure all staff members have satisfactorily completed first aid and CPR training by the specified date.

**Correction Deadline: 9/3/2019**

**Recited on 8/13/2019**

**Finding**

591-1-1-.24(1) requires the center to maintain a personnel file on the Director, all Employees, Provisional Employees, Personnel, Staff, Students-in-Training, Volunteers, Clerical, Housekeeping, Maintenance, and other Support Staff for the duration of the term of employment plus one calendar year, and it shall contain the following: identifying information to include: name, date of birth, social security number, current address and current telephone number; employment history; as applicable to the position held: evidence of education and qualifying work experience; evidence of all training required by these rules which shall include: title of training, date of training, trainer's signature, location of training and number of clock hours obtained; a statement completed by the staff member that the information provided is true and accurate; any other records required by these rules; and as applicable to the position held, evidence of required orientation including date and signature of person providing the orientation; It was determined based on a review of records that two staff present who started services on August 5, 2019 and August 8, 2018, did not have a personnel file to review during the observation.

**POI (Plan of Improvement)**

The Center will secure required information for all Personnel. The Center will ensure that complete information is in the personnel file for all Directors, Employees, Provisional Employees, Personnel, Staff, Students-in-Training, Volunteers, Clerical, Housekeeping, Maintenance and other Support Staff.

**Correction Deadline: 8/18/2019**

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**591-1-1-.33 Staff Training****Not Met****Comment**

Discussed staff training. Please obtain required documentation for the next regulatory visit. The consultant reviewed and left a list of required staff documentations needed for review for the next observation.

**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 two staff hired on March 25, 2019, did not have evidence of completing the health and safety course within 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: 9/3/2019****Recited on 8/13/2019****Comment**

Discussed: Health and Safety Training is required for each staff member with direct care responsibilities within 90 calendar days of their hire date.

**Correction Deadline: 12/31/2019****Corrected on 8/13/2019**

**.33(6) - The previous citation has been corrected on this date. The consultant observed the staff member to no longer be employed at the center.**

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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.

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

Staff observed to provide direct supervision and be attentive to children's needs.