



**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:** 7/24/2019    **VisitType:** Complaint Closure from visit on 07/03/2019    **Arrival:** 12:00 PM    **Departure:** 4:30 PM

**CCLC-24637**

**The Chestnut Treehouse**

474 South Deshon Rd. Lithonia, GA 30058 DeKalb County  
 (770) 879-2021 nnasgh5@aol.com

**Regional Consultant**

Roslyn Williams

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 roslyn.williams@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.
07/24/2019	Complaint Closure	Good Standing	
07/03/2019	Complaint Investigation & Monitoring Visit	Good Standing	
01/30/2019	Complaint Investigation & Monitoring Visit	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.



Please refer to the website, <http://www.dec.al.ga.gov/CCS/RulesAndRegulations.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.

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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 Child Care Learning Centers, 591-1-1. 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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Vernancy Asghar, Program Official

Date

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Roslyn Williams, 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 based on interviews with staff and written statements that on June 7, 2019 center staff failed to provide individual attention to a two-year-old child in the two-year-old classroom when no first aid was provided when the child was bitten on their neck while at the center. Staff members who were assigned to the two-year-old room stated that they were not present in the two-year-old room on June 7, 2019 and had no knowledge on how or when a child was injured. It was further determined that Center staff could not verify the staff person(s) who were assigned to the two-year-old classroom on June 7, 2019.

**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: 7/24/2019**

### Health and Hygiene

**Finding Associated with Complaint**

591-1-1-.07(2) requires Center Staff to immediately notify Parents and obtain specific instructions until the child can be picked up or returned to the group when professional medical attention is required, or when the child experiences symptoms of moderate discomfort such as elevated temperature, vomiting or diarrhea and to notify Parents by the end of the day when professional medical attention is not required, when the child experiences symptoms of less than moderate discomfort or when the child experiences an adverse reaction to prescribed medication which does not constitute moderate discomfort. It was determined based on interviews with staff and written statements that on June 7, 2019 center staff failed to notify the parent of an injured child, by the end of the day as required. Staff members who were assigned to the two-year-old room stated that they were not present in the two-year-old room on June 7, 2019 and had no knowledge on how or when a child was injured. It was further determined that Center staff could not verify the staff person(s) who were assigned to the two-year-old classroom on June 7, 2019 and therefore failed to notify the parent of the injury at the end of the day. This allegation was substantiated.

**POI (Plan of Improvement)**

The Center will provide notification and obtain instructions as required and will train Staff to familiarize them with the notification requirements and the Center's procedures for following them.

**Correction Deadline: 7/24/2019**

**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. It was determined based on interviews with staff that on June 7, 2019 center staff failed to provide adequate supervision when it was stated that staff members had no knowledge on how or when a child bit another two-year-old child on the neck in the two-year-old classroom. Staff members who were assigned to the two-year-old room stated that they were not present in the two-year-old room on June 7, 2019 and had no knowledge on how or when a child bit another child in the two-year-old room. It was further determined that Center staff could not verify the staff person(s) who were assigned to the two-year-old classroom on June 7, 2019. This allegation was substantiated.

**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: 7/24/2019**