



**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:** 8/3/2021

**VisitType:** Complaint Closure from  
visit on 08/03/2021

**Arrival:** 8:00 AM

**Departure:** 12:30 PM

**CCLC-3224**

**ABC Child Development Center**

305 South Baker Street Alma, GA 31510 Bacon County  
(912) 632-0130 abcd daycare@bchsi.org

**Mailing Address**

305 South Baker Street  
Alma, GA 31510

**Regional Consultant**

Connie Boatright

Phone: (912) 544-9701

Fax: (912) 544-9700

connie.boatright@decals.ga.gov

**Quality Rated:** ★ ★

Compliance Zone Designation			<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.
08/03/2021	Complaint Closure	Good Standing	
08/03/2021	Complaint Investigation & Monitoring Visit	Good Standing	
05/11/2021	Licensing Study	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.decals.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

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.al.ga.gov](mailto:CCSRefutations@dec.al.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://dec.al.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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Sandi Boatright, Program Official

Date

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Connie Boatright , 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(9) requires center staff to refrain from engaging in, or allowing children or other adults to engage in, activities that could be detrimental to a child's health or well-being, such as but not limited to, horse play, rough play, wrestling, and picking up a child in a manner that could cause injury. It was determined based on face to face interviews and review of two videos that a staff member had instructed two children to run after a special needs child and bring him to her. Additionally, one child grabbed the five-year-old special needs child by the left arm and brought him back to the teacher. Additionally, a second child knocked the special needs child down by running into him with her stomach. Both children was instructed by the teacher to bring the child to her and allowed to engage in rough play.

**POI (Plan of Improvement)**

The Center will review requirements with Staff to ensure that appropriate activities are conducted with children.

**Correction Deadline: 8/4/2021**

### Policies and Procedures

**Finding Associated with Complaint**

591-1-1-.29(1) requires that within twenty-four (24) hours or the next work day, the Director or designated person-in-charge shall report or cause to be reported any suspected incidents of child abuse, neglect or deprivation to the local County Department of Family and Children Services in accordance with state law and to the Department, notifying that such a report was made. It was determined based on face-to-face interviews with staff, face to face interviews with children, review of two videos and the center director's statement that she discussed this incident that occurred on July 14, 2021, with her superiors and requested guidance. A decision was made by Human Resources that it was felt the situation did not rise to the severity of abuse and would be taken care of in house as a staff disciplinary action with termination. The incident was not reported to DECAL and DFCS as required.

**POI (Plan of Improvement)**

The Center will develop a procedure so everyone knows how and when to report incidents of suspected child abuse, neglect or deprivation to the County Department of Family and Children Services and to the Department and will follow-up to make sure they are reported as required.

**Correction Deadline: 8/3/2021**

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

Not Met

**Finding Associated with Complaint**

591-1-1-.11(2) requires that Personnel not: physically or sexually abuse a child or engage or permit others to engage in sexually overt conduct in the presence of any child enrolled in the Center; inflict corporal/physical punishment upon a child; shake, jerk, pinch or handle a child roughly; verbally abuse or humiliate a child which includes, but is not limited to, the use of threats, profanity or belittling remarks about a child or his family; isolate a child in a dark room, closet or unsupervised area; use mechanical or physical restraints or devices to discipline children; use medication to discipline or control children's behavior without written medical authorization issued by a licensed professional and given with the parent's written consent; restrict unreasonably a child from going to the bathroom; punish toileting accidents; force-feed a child or withhold feeding a child regularly scheduled meals and/or snacks; force or withhold naps; allow children to discipline or humiliate other children; or confine a child for disciplinary purposes to a swing, highchair, infant carrier, walker or jump seat. It was determined by face-to-face interviews with staff, face to face interviews with children, staff written statements, and two videos that on July 14, 2021, while outside on the playground, a staff member forcefully put her hands on a five-year-old special needs child pushing his head backwards and forcefully snatched the child from the bench of a picnic table. Additionally, the staff member lunged forward over the picnic table towards the child in a threatening manner causing the child to cringe, bend his knees and to lower his body to the picnic table in a way he appeared to be intimidated or afraid. Additionally, the staff member was observed to take this child's cup of water out of his hands and pour it out as well as take the cups of other children and pour their water out as well when water is required during outside play. The temperature outside mid-day on July 14, 2021, was in the mid 80's.

**POI (Plan of Improvement)**

The Center will take immediate action to ensure the action/conduct has ceased; train/review appropriate child guidance techniques with center staff; and have a system in place to monitor and identify inappropriate actions.

**Correction Deadline: 8/4/2021**