



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: 6/30/2021 **VisitType:** Complaint Investigation Follow Up **Arrival:** 10:30 AM **Departure:** 1:00 PM

CCLC-33544

Sweet & Tenderhearted Childcare

27206 US Hwy 80 W Portal, GA 30450 Bulloch County
 (912) 865-2556 kosmi@bulloch.net

Regional Consultant

Haley Carwile

Phone: (229) 317-9868

Fax: (229) 317-9865

haley.carwile@dec.al.ga.gov

Mailing Address
 Same

Quality Rated: ★ ★

<u>Compliance Zone Designation</u>			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.
06/30/2021	Complaint Investigation Follow Up	Good Standing	
06/30/2021	Complaint Closure	Good Standing	
06/21/2021	Licensing Study	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	Back Right		0	0	C	5	C	NA	NA	
Main	Front Right	Four Year Olds and Five Year Olds	1	5	C	12	C	NA	NA	Free Play
Main	Left	One Year Olds and Two Year Olds and Three Year Olds	2	15	C	24	C	NA	NA	TV
Main	Middle Right		0	0	C	10	C	NA	NA	
Total Capacity @35 sq. ft.: 51			Total Capacity @25 sq. ft.: 0							
Total # Children this Date: 20			Total Capacity @35 sq. ft.: 51			Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	Playground	18	C

Comments

Plan of Improvement: Developed This Date 06/30/2021

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.

- 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://www.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.dec.state.ga.us/>
Request free technical assistance to help you earn your star rating by contacting the Quality Rated help desk at 855-800-7747 or qualityrated@dec.state.ga.us

Katie Smith, Program Official

Date

Haley Carwile, Consultant

Date



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Findings Report

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The following information is associated with a Complaint Investigation Follow Up:

Facility

591-1-1-.19 License Capacity(CR) **Met**

Comment

Licensed capacity observed to be routinely met by center.

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

Defer

591-1-1-.25(3)- Previous visit was June 21, 2021. Provider stated issues will be corrected by next visit.

POI (Plan of Improvement)

The Center will have the Center and surrounding areas cleaned, make repairs where needed, and remove all debris is removed. The Center will implement a plan to keep areas clean and in good repair that includes regular monitoring.

Correction Deadline: 6/21/2021

591-1-1-.26 Playgrounds(CR) **Not Met**

Finding

591-1-1-.26(7) requires that climbing and swinging equipment be anchored. It was determined based on observation that the helicopter is not anchored to the ground and could easily be pushed over when touched.

POI (Plan of Improvement)

The Center will remove or repair equipment that is not anchored and will regularly inspect the equipment to ensure it remains anchored.

Correction Deadline: 7/10/2021

Food Service

Finding

591-1-1-.15(5) requires that the Center provide a menu listing all meals and snacks to be served during the current week except for School-age Centers where the food may be provided by the Parent(s) by agreement between the School-age Center and the Parent(s). Substitutions shall be recorded on the posted menu and menus shall be retained at the Center for six (6) months. It was determined that the menu for February 2021 was posted and not June 2021 as required.

POI (Plan of Improvement)

The Center will list all of the current week's meals and snacks and all substitutions on the menu and keep past menus on file for six months and will implement a system to monitor this.

Correction Deadline: 7/14/2021

Recited on 6/30/2021

Health and Hygiene

591-1-1-.07 Children's Health

Met

Correction Deadline: 6/21/2021

Corrected on 6/30/2021

.07(5) - Observed no items to be attached to clothing on this date.

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

Defer

Defer

591-1-1-.17(7)-Due to the last visit being in the ten day "fix window", this citation will be reviewed during the next visit.

POI (Plan of Improvement)

The Center will train Staff on required handwashing for children and Staff will ensure children's hands are washed when required. The Director will monitor for compliance.

Correction Deadline: 6/21/2021

Defer

591-1-1-.17(8)-Due to the last visit being in the ten day "fix window", this citation will be reviewed during the next visit.

POI (Plan of Improvement)

The Center will ensure liquid soap and warm running water are available for handwashing, train Staff on the handwashing requirements, review the requirements with Staff periodically, and monitor handwashing.

Correction Deadline: 6/21/2021

Sleeping & Resting Equipment

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

Met

Correction Deadline: 6/21/2021

Corrected on 6/30/2021

.30(1)(a)3 - No infants present on this date. Observed sheets for cribs.

Staff Records

Records Reviewed: 9

Records with Missing/Incomplete Components: 2

Staff # 1

Met

Records Reviewed: 9**Records with Missing/Incomplete Components: 2**

Staff # 2 Not Met

"Missing/Incomplete Components"

.09-Criminal Records Check Missing

Staff # 3 Met

Staff # 4 Met

Date of Hire: 09/23/2020

Staff # 5 Not Met

Date of Hire: 06/21/2021

Reminder - Health & Safety training is required within 90 calendar days of hired

"Missing/Incomplete Components"

.09-Criminal Records Check Missing

Staff # 6 Met

Staff # 7 Met

Staff # 8 Met

Date of Hire: 07/01/2019

Staff # 9 Met

Staff Credentials Reviewed: 4

591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)**Not Met****Finding**

591-1-1-.09(1)(a) requires that a Center ensure that every actual and potential Director, Employee and Provisional Employee of a Child Care Learning Center submit both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site. It was determined based on review of files that a staff member hired approximately a week ago, had not submitted a records check application to the department nor to an authorized fingerprinting site. In addition, a fifteen-year-old helper caring for children had not submitted a records check application to the department nor to an authorized fingerprinting site

POI (Plan of Improvement)

IMMEDIATE CORRECTION - The Center will to ensure that every actual and potential Director, Employee and Provisional Employee of a Child Care Learning Center submit both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site as required. 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 to ensure the CRC rules are maintained.

Correction Deadline: 6/30/2021

Finding

591-1-1-.09(1)(c) requires the Center to ensure that every Employee has a valid and current satisfactory Comprehensive Records Check Determination on file prior to being present at the Center while any child is present for care or before an individual age 17 or older resides in the Center. The Comprehensive Records Check Determination must have a Records Check Clearance Date that is no older than the preceding 12 months of the hire date; provided, however, if the Employee has had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, a new satisfactory Comprehensive Records Check Determination is required. It was determined based on review of files that a staff member hired approximately a week ago, was working at the center without a criminal record check letter on file as required. In addition, a fifteen-year-old helper was observed caring for children without a criminal record check on file as required.

POI (Plan of Improvement)

IMMEDIATE CORRECTION - The Center will to ensure that every Employee has a valid and current satisfactory Comprehensive Records Check Determination on file prior to being present at the Center while any child is present for care or before an individual age 17 or older resides in the Center. The Comprehensive Records Check Determination must have a Records Check Clearance Date that is no older than the preceding 12 months of the hire date; provided, however, if the Employee has had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, a new satisfactory Comprehensive Records Check Determination is required. 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 to ensure the CRC rules are maintained.

Correction Deadline: 6/30/2021

591-1-1-.33 Staff Training**Defer****Defer**

591-1-1-.33(4)-Will review during next visit.

POI (Plan of Improvement)

The Center will schedule food preparation training, as required, and follow up to ensure the training is completed.

Correction Deadline: 7/21/2021

Defer

591-1-1-.33(5)-Will review annual training for 2021 during the first visit of 2022 as required.

POI (Plan of Improvement)

The Center will plan and schedule the required 10 hours of annual training each year and follow up to ensure the training is completed.

Correction Deadline: 7/21/2021

Staffing and Supervision

591-1-1-.32 Staff:Child Ratios and Group Size(CR)**Not Met****Finding**

591-1-1-.32(4) requires that children under three years old be housed in separate physical areas from older children and cannot be mixed with older children except at specified times and circumstances. It was determined based on observation that in the Left Room there with four one year olds and eight two year olds with children three and older.

POI (Plan of Improvement)

The Center will maintain separation of these children under three years old.

Correction Deadline: 7/1/2021

Recited on 6/30/2021

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

Correction Deadline: 6/21/2021

Corrected on 6/30/2021

.32(7) - Observed adequate supervision on this date.