



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: 5/21/2019 VisitType: Licensing Study

Arrival: 10:55 AM

Departure: 12:35 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

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haley.carwile@dec.al.ga.gov

Mailing Address  
Same

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.
05/21/2019	Licensing Study	Good Standing	
12/03/2018	Monitoring Visit	Good Standing	
04/26/2018	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	Infants	1	3	C	5	C	NA	NA	Nap
Main	Front Right		0	0	C	12	C	NA	NA	
Main	Left	Three Year Olds and Four Year Olds	1	4	C	24	C	NA	NA	Free Play
Main	Middle Right	One Year Olds and Two Year Olds	1	6	C	10	C	NA	NA	Transitioning
Total Capacity @35 sq. ft.: 51			Total Capacity @25 sq. ft.: 0							
Total # Children this Date: 13			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 05/21/2019

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.decal.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.

#### 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@decal.ga.gov](mailto:CCSRefutations@decal.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://decal.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)



#### 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)

Katie Smith, Program Official

Date

Haley Carwile, Consultant

Date



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### Findings Report

**Date:** 5/21/2019 **VisitType:** Licensing Study

**Arrival:** 10:55 AM

**Departure:** 12:35 PM

**CCLC-33544**

**Sweet & Tenderhearted Childcare**

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The following information is associated with a Licensing Study:

### Activities and Equipment

**591-1-1-.03 Activities**

**Met**

**Correction Deadline:** 12/17/2018

**Corrected on** 5/21/2019

**.03(2) - Observed corrected.**

**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.

### Facility

**591-1-1-.06 Bathrooms**

**Defer**

**Defer**

591-1-1-.06(4)-Waiting on contractor to fix the vent fan. The director rents the building so she can not make the repairs.

**POI (Plan of Improvement)**

The Center will fully enclose and ventilate bathroom areas, as required, and will provide adequate ventilation and sanitation in bathrooms that are not fully enclosed.

**Correction Deadline:** 12/17/2018

**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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**Food Service**

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**591-1-1-.15 Food Service & Nutrition****Not Met****Finding**

591-1-1-.15(7) prohibits the serving of peanuts, hotdogs, raw carrots, popcorn, fish with bones, and grapes to children under three years of age. Children older than three (3) years of age may be served these foods provided that the foods are cut in such a way as to minimize choking. Foods and drinks with little or no nutritional value, i.e., sweets, soft drinks, etc. shall be served only on special occasions and only in addition to the required nutritious meals and snacks. Powdered nonfat dry milk shall only be used for cooking purposes. It was determined based on observation that children younger than three years of age were served hot dogs for lunch on this date.

**POI (Plan of Improvement)**

The Center will train Staff and monitor food served to children to ensure that the food does not present a choking hazard. The Center will not serve food and drinks with little or no nutritional value except for special occasions and in addition to the required nutritious meals and snacks. The Center will limit the use of powdered nonfat dry milk for cooking only.

**Correction Deadline: 5/21/2019**

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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)****Not Met****Finding**

591-1-1-.17(7) requires that children wash their hands with liquid soap and warm running water upon arrival for care, when moving from one child care group to another, upon re-entering the child care area after outside play, before and after eating meals and snacks, handling or touching food, playing in water; after toileting and diapering, playing in sand, touching animals or pets, and contact with bodily fluids and after contamination by any other means. It was determined based on observation that a child arrived in the second right room and did not wash their hands upon arrival as required. Also, in the second right room the children did not wash their hands before lunch as required.

**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: 5/21/2019**

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**591-1-1-.20 Medications(CR)****Not Evaluated****Comment**

The Provider currently does not dispense/administer medication.

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**Safety**

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**591-1-1-.05 Animals****N/A****Comment**

Center does not keep animals on premises.

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

Age-appropriate discussion and/or redirection observed.

**591-1-1-.13 Field Trips(CR)****Not Evaluated****Comment**

Center does not participate in field trips at this time.

**591-1-1-.36 Transportation(CR)****N/A****Comment**

Center does not provide routine transportation.

**Sleeping & Resting Equipment****591-1-1-.30 Safe Sleeping and Resting Requirements(CR)****Not Met****Comment**

Discussed SIDS and infant sleeping position.

**Finding**

591-1-1-.30(1)(b)3 requires that sheets or similar coverings for cots or mats shall either be marked for individual use or laundered daily. If marked for individual use, they must be laundered weekly or more frequently if needed. It was determined based on observation that children in care did not have sheets or a similar covering on their mats as required.

**POI (Plan of Improvement)**

The Center will ensure that sheets are marked for individual use or washed daily and that marked sheets are washed at least weekly.

**Correction Deadline: 5/21/2019****Staff Records****Records Reviewed: 5****Records with Missing/Incomplete Components: 4**

Staff # 1

Not Met

Date of Hire: 11/05/2018

"Missing/Incomplete Components"

.33(3)-Health &amp; Safety Certificate,.14(2)-First Aid Missing,.14(2)-CPR missing

Staff # 2

Not Met

Date of Hire: 11/01/2018

"Missing/Incomplete Components"

.33(3)-Health &amp; Safety Certificate

Staff # 3

Met

Date of Hire: 10/01/2018

Staff # 4

Not Met

**Records Reviewed: 5****Records with Missing/Incomplete Components: 4**

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Date of Hire: 03/28/2012

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 5

Not Met

Date of Hire: 04/01/2012

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training,.14(2)-CPR missing,.14(2)-First Aid Missing

**Staff Credentials Reviewed: 5**

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

Consultant requested to view all Criminal Record checks for employees hired after last visit. Director stated that there have been no new hires since last visit

**Comment**

Criminal record checks were observed to be complete.

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

591-1-1-.14(1) requires the Center Director and, at any given time, at least fifty percent (50%) of the caregiver Staff to successfully complete a biennial training program in cardiopulmonary resuscitation (CPR) and a triennial training program in first aid. The first aid training must be done by certified or licensed health care professionals or trainers and must deal with the provision of emergency care to infants and children. The Center shall maintain current evidence of the successful completion of such training which shall be available to the Department for inspection. It was determined based on review of files that the director nor fifty percent of the staff were CPR/First Aid certified as required.

**POI (Plan of Improvement)**

The Center Director and at least 50% of the caregiver Staff will complete the needed training. The Director will send written verification to the consultant upon completion and will develop a plan to ensure that at least 50% of the caregiver Staff have completed this training at any given time and that evidence of successful completion of the training is on file available for inspection.

**Correction Deadline: 6/20/2019****591-1-1-.33 Staff Training****Not Met****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 review of files that two staff members had not completed the health and safety training in a timely manner as required.

**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: 6/20/2019**

**Finding**

591-1-1-.33(6) requires, in the first year of employment and then by calendar year thereafter, all supervisory and caregiver Personnel, except independent contractors, Students-in-Training and volunteers to attend ten (10) clock hours of training which is task-focused in early childhood education or child development or subjects relating to job assignment and is offered by an accredited college, university or vocational program or other Department-approved source. It was determined based on review of files that not all staff members had completed ten hours of annual training for 2018 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: 6/20/2019**

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**591-1-1-.31 Staff(CR)**

**Met**

**Comment**

Staff observed to be compliant with applicable laws and regulations.

<b>Staffing and Supervision</b>
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**591-1-1-.32 Staff:Child Ratios and Group Size(CR)**

**Met**

**Correction Deadline: 12/17/2018**

**Corrected on 5/21/2019**

**.32(4) - Observed older children in separate areas on this date.**

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

**Met**

**Comment**

Adequate supervision observed on this date.