



**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:** 8/21/2020 **VisitType:** Complaint Investigation by Phone **Arrival:** 10:50 AM **Departure:** 11:50 AM

**CCLC-35667**

**Tender Years Learning Center #12**

469 Lakes Blvd. Lake Park, GA 31636 Lowndes County  
(229) 559-8880 tylc12@tylcorp.com

**Mailing Address**

3440 Oakcliff Road Suite# 112  
ATLANTA, GA 30340

**Regional Consultant**

Beth Houtz

Phone: (229) 238-2130

Fax: (229) 238-2955

beth.houtz@decal.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.
08/21/2020	Complaint Investigation by Phone	Good Standing	
08/04/2020	Monitoring Visit	Good Standing	
01/15/2020	Licensing Study	Good Standing	

**Ratios/License Capacity**

**Comments**

The purpose of this visit is a complaint investigation via phone.

Plan of Improvement: Developed This Date 08/21/2020

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.

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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@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)



**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.al.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@dec.al.ga.gov](mailto:qualityrated@dec.al.ga.gov)

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Margaret McDaniel, Program Official

Date

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Beth Houtz, Consultant

Date



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### Findings Report

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The following information is associated with a Complaint Investigation by Phone:

**Health and Hygiene**

**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 director's statement and interview that the center was without full capacity running water for over six hours while children were in care. Children were unable to wash their hands with warm running water and liquid soap as required during this time.

**POI (Plan of Improvement)**

During the water outage staff provided hand sanitizer and baby wipes to children to use in place of washing their hands until the water was restored.

**Correction Deadline: 8/21/2020**

**Finding**

591-1-1-.17(8) requires staff to wash their hands with liquid soap and warm running water upon arrival for the day, when moving from one child care group to another, upon re-entering the child care area after outside play, before and after diapering each child, dispensing medication, applying topical medications, handling and preparing food, eating, drinking, preparing bottles, feeding each child, assisting children with eating and drinking, after toileting or assisting children with toileting, using tobacco products, handling garbage and organic waste, touching animals or pets, handling bodily fluids and after contamination by any means. It was determined based on director's statement and interview that the center was without full capacity running water for over six hours while children were in care. Staff were unable to wash their hands with warm running water and liquid soap as required during this time.

**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. During the water outage staff were provided with hand sanitizer and baby wipes to use until the water was restored.

**Correction Deadline: 8/21/2020**

<b>Staff Records</b>
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**591-1-1-.31 Staff(CR)**

**Technical Assistance**

**Technical Assistance**

591-1-1-.31(13) - Please ensure compliance with the Executive Order issued on August 15, 2020 for additional cleaning, handwashing, and sanitizing requirements are continuously met.

**Correction Deadline: 8/21/2020**