



**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:** 3/23/2018    **VisitType:** Complaint Closure from visit on 03/14/2018    **Arrival:** 9:50 AM    **Departure:** 2:30 PM

**CCLC-37198**

**Head of the Class Learning Academy #1**

2294 Wellborn Rd. Lithonia, GA 30058 DeKalb County  
 (770) 987-1311 headoftheclass1@gmail.com

**Regional Consultant**

Roslyn Williams

Phone: (770) 357-7020

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roslyn.williams@dec.al.gov

**Mailing Address**

Same

**Quality Rated:** ★ ★

<b>Compliance Zone Designation</b>		
03/23/2018	Complaint Closure	Good Standing
03/14/2018	Complaint Investigation & Monitoring Visit	Good Standing
02/23/2018	Complaint Closure	Good Standing

**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.

**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.

**Reminder:** All employees of child care programs must be fingerprinted before **January 1, 2017**. For instructions and to submit records check applications online, please visit [www.decalkoala.com](http://www.decalkoala.com). You are encouraged not to wait and to complete the process as soon as possible.

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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Keyerin Coleman, 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:

**Children's Records**

**591-1-1-.08 Children's Records**

**Not Met**

#### Finding Associated with Complaint

591-1-1-.08(6) requires the Center to maintain records of a child's daily arrival and departure for the twelve (12) preceding months that the Parent or person(s) authorized by the Parent documents, in written or electronic format, each time the Parent or authorized person drops off and picks up the child. The documentation shall include at least the date, the child's name, the arrival and departure times, and the signature or initials of the Parent or authorized person at the time of arrival and departure. These records shall be made available to the Department in printed or written form upon request. It was determined based on review of records an enrolled child's name that was previously listed on the Attendance Summary dated for February 26, 2018 and February 27, 2018 was not listed on the attendance summary for February 28, 2018.

#### POI (Plan of Improvement)

The Center will maintain arrival and departure records as required, will ensure the documentation includes all of the required information, and will provide the records to the Department when requested.

**Correction Deadline: 3/23/2018**

#### Finding Associated with Complaint

591-1-1-.08(7) requires the Center to ensure that children are only released to authorized person(s), and that Center Staff take necessary steps to determine that any such person(s) presenting to pick up a child in care is authorized by the Parent(s) of the child and that person matches the identifying information provided by the Parent. It was determined based on written statements and evidence that on February 27, 2018, a two year old child was released to a person whose name was not listed on the child's enrollment application nor did staff obtain identification for this person.

#### POI (Plan of Improvement)

The Center will develop/maintain procedures for releasing children and will train Staff.

**Correction Deadline: 3/23/2018**

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

Not Met

#### **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 review of records that an employee was given a written reprimand on March 9, 2018 for "using a personal phone on company time." According to the Employee Disciplinary Form, "the employee was observed on March 8, 2018 on camera during instructional time, rocking in a chair, holding a student, and using a personal phone on company time."

#### **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: 3/23/2018**