



**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: 7/23/2019 **VisitType:** Complaint Investigation & Licensing Study **Arrival:** 10:30 AM **Departure:** 2:20 PM

CCLC-45917

Country Crossings

4010 Centerhill Church Rd. Loganville, GA 30052 Walton County
(770) 466-1550 milestones125@yahoo.com

Regional Consultant

Valarie Musselwhite

Phone: (770) 357-9988

Fax: (678) 302-2440

valarie.musselwhite@decal.ga.gov

Mailing Address
Same

Quality Rated: ★ ★ ★

Compliance Zone Designation		
07/23/2019	Complaint Investigation & Licensing Study	Good Standing
02/25/2019	Monitoring Visit	Good Standing
08/20/2018	Licensing Study	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.

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	1L	Four Year Olds	2	10	C	20	C	NA	NA	Free Play
Main	1R	Six Year Olds and Over	3	19	C	24	C	NA	NA	Field Trip
Main	2L	Two Year Olds	2	10	C	17	C	NA	NA	Music
Main	2R	Five Year Olds	1	14	C	22	C	NA	NA	Free Play
Main	3L	Two Year Olds and Three Year Olds	1	8	C	17	C	NA	NA	Outside
Main	3R	Four Year Olds and Five Year Olds and Six Year Olds and Over	2	11	C	22	C	NA	NA	Free Play
Main	4L	One Year Olds and Two Year Olds	2	9	C	11	C	NA	NA	Music
Main	4R	Two Year Olds	1	6	C	12	C	NA	NA	Outside
Total Capacity @35 sq. ft.: 145						Total Capacity @25 sq. ft.: 0				
Total # Children this Date: 87			Total Capacity @35 sq. ft.: 145			Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	A- 1-3	125	C
Main	B- School Age	232	C
Main	C- Preschool	107	C

Comments

The consultant and director discussed transportation documentation, lead teacher requirements, and criminal record checks. The consultant left an affidavit letter.

Plan of Improvement: Developed This Date 07/23/2019

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.dec.al.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@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.

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

Sherise Fields, Program Official

Date

Valarie Musselwhite, Consultant

Date



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

Findings Report

Date: 7/23/2019 **VisitType:** Complaint Investigation & Licensing Study **Arrival:** 10:30 AM **Departure:** 2:20 PM

CCLC-45917

Country Crossings

4010 Centerhill Church Rd. Loganville, GA 30052 Walton County
(770) 466-1550 milestones125@yahoo.com

Mailing Address
Same

Regional Consultant

Valarie Musselwhite
Phone: (770) 357-9988
Fax: (678) 302-2440
valarie.musselwhite@dec.al.ga.gov

The following information is associated with a Licensing Study Visit:

Activities and Equipment

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.

Children's Records

Records Reviewed: 5

Records with Missing/Incomplete Components: 0

Child # 1	Met
Child # 2	Met
Child # 3	Met
Child # 4	Met
Child # 5	Met

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

Met

Comment

Records were observed to be complete and well organized.

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) **Technical Assistance**

Technical Assistance

591-1-1-.25(13) - Please ensure children's book bags are checked daily for any potentially hazardous items.

Correction Deadline: 7/23/2019

591-1-1-.26 Playgrounds(CR) **Technical Assistance**

Technical Assistance

591-1-1-.26(9) - Please ensure any potential hazards are stored in accessible to children on the playground.

Correction Deadline: 7/23/2019

Health and Hygiene

591-1-1-.10 Diapering Areas & Practices(CR) **Met**

Comment

Staff stated proper knowledge of diapering procedures.

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

Comment

Staff were observed to remind children to wash their hands.

591-1-1-.20 Medications(CR) **Technical Assistance**

Technical Assistance

591-1-1-.20 - Consultant and director discussed ensuring medication documentation does not exceed two weeks.

Safety

591-1-1-.05 Animals **Met**

Comment

Fish tanks maintained clean.

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

Comment

Staff were observed to maintain a positive learning environment on this date.

591-1-1-.13 Field Trips(CR) **Met**

Comment

Consultant observed documentation of field trips.

591-1-1-.36 Transportation(CR) **Not Met**

Finding

591-1-1-.36(7)(c)3. requires that the driver or other designated person document in writing the time of arrival and departure each time the vehicle departs from the Center, is loaded or unloaded at each school and when the vehicle returns to the Center; each time the vehicle departs from the Center, arrives at the location where any child is picked up or dropped off and when the vehicle returns to the Center; each time the vehicle leaves the Center, arrives at a field trip destination, leaves a field trip destination, and returns to the Center. It was determined based on a review of records that staff did not document an arrival and departure time for field trips taken on July 2, 2019 and July 9, 2019,

POI (Plan of Improvement)

The Center will ensure that each time of arrival and departure is documented by the driver or designated person with training, review and monitoring.

Correction Deadline: 7/24/2019

Technical Assistance

591-1-1-.36(7)(d)1. - Consultant and director discussed first check procedures.

Correction Deadline: 7/24/2019

Finding

591-1-1-.36(7)(d)2. requires that the second designated Staff person conduct a check of the vehicle immediately upon the completion of the first check of the vehicle. The responsible person shall physically walk through the entire vehicle; visually inspect all seat surfaces, under all seats and in all compartments or recesses in the vehicle's interior; and sign the passenger transportation checklist(s), indicating all of the children have exited the vehicle. There shall be continuous watchful oversight of the vehicle between the first check and second check. It was determined based on a review of records that staff did not document a completed second check for field trips taken on July 2, 2019, July 5, 2019, July 9, 2019, and July 12, 2019,

POI (Plan of Improvement)

The Center will train Staff who are or may be involved in transporting children in how to thoroughly inspect a vehicle and properly complete transportation documentation. The Center will review and monitor.

Correction Deadline: 7/23/2019

Sleeping & Resting Equipment

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

Comment

The correct number of mats, sheets and blankets were observed on this date. Staff stated appropriate disinfecting of sheets and blankets.

Staff Records

Records Reviewed: 14 **Records with Missing/Incomplete Components: 2**

Staff # 1	Met
Date of Hire: 07/01/2016	
Staff # 2	Met
Date of Hire: 07/01/2017	
Staff # 3	Met
Date of Hire: 04/15/2019	
Staff # 4	Not Met
Date of Hire: 07/01/2016	
<u>"Missing/Incomplete Components"</u>	
.31(2)(b)2.-Staff Qualifications-Education Missing	
Staff # 5	Met
Date of Hire: 07/18/2016	

Records Reviewed: 14**Records with Missing/Incomplete Components: 2**

Staff # 6 Date of Hire: 07/01/2016	Met
Staff # 7 Date of Hire: 07/01/2016	Met
Staff # 8	Met
Staff # 9 Date of Hire: 07/01/2016	Met
Staff # 10 Date of Hire: 07/01/2016	Met
Staff # 11 Date of Hire: 04/01/2016	Met
Staff # 12 Date of Hire: 08/20/2018	Met
Staff # 13 Date of Hire: 07/27/2016	Met
Staff # 14 Date of Hire: 09/04/2018	Not Met

"Missing/Incomplete Components"

.33(4)-Food Prep Training Missing 4 hrs.

Staff Credentials Reviewed: 12

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 a review of records that the center did not submit a records check application for Staff #16 hired on June 10, 2019.

POI (Plan of Improvement)

IMMEDIATE CORRECTION - The Center will watch the videos 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 watch the videos to ensure the CRC rules are maintained.

Correction Deadline: 7/23/2019

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 a review of records that the center did not require Staff #16, who was rehired on June 10, 2019, after a ten month break in service, to obtain a new comprehensive records check determination.

POI (Plan of Improvement)

IMMEDIATE CORRECTION - The Center will watch the videos 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 watch the videos to ensure the CRC rules are maintained.

Correction Deadline: 7/23/2019

Finding

591-1-1-.09(1)(l)2. requires the Center to immediately require a new Comprehensive Records Check Determination for a Director, Employee or Provisional Employee when there has been a lapse of employment from the child care industry that lasted for 180 calendar days (6 months) or longer. It was determined based on a review of records that the center did not require Staff #16, who was rehired on June 10, 2019 after a ten month break in service, to obtain a new comprehensive records check determination.

POI (Plan of Improvement)

IMMEDIATE CORRECTION - The Center will watch the videos and immediately require a new Comprehensive Records Check Determination for Directors, Employees or Provisional Employees Employee's when there has been a lapse of employment from the child care industry that lasted for 180 calendar days (6 months) or longer. 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 watch the videos to ensure CRC rules are maintained.

Correction Deadline: 7/23/2019

591-1-1-.14 First Aid & CPR**Met****Comment**

Evidence observed of 100% of center staff certified in First Aid and CPR.

591-1-1-.33 Staff Training**Met****Comment**

Documentation observed of required staff training for 2018. Consultant and director discussed required nutrition training for the cook.

591-1-1-.31 Staff(CR)**Not Met****Finding**

591-1-1-.31(2)(b)2. requires teachers and lead caregivers to meet minimum academic requirements and qualifying experience at the time of employment. It was determined based on a review of records that one lead teacher hired on July 1, 2016 did not obtain the required credential to qualify as a lead teacher.

POI (Plan of Improvement)

A teacher/lead caregiver will be hired that meets the minimum academic requirements and qualifying work experience.

Correction Deadline: 10/31/2019

Staffing and Supervision

591-1-1-.32 Staff:Child Ratios and Group Size(CR)

Met

Comment

Center observed to maintain appropriate staff:child ratios.

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

Met

Comment

Staff observed to provide direct supervision and be attentive to children's needs.