



**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:** 11/30/2017 **VisitType:** Licensing Study

**Arrival:** 10:00 AM

**Departure:** 6:50 PM

**CCLC-45917**

**Country Crossings**

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

**Regional Consultant**

Alva Huff

Phone: (770) 357-3405

Fax: (770) 357-3404

jennifer.taylor@decal.ga.gov

**Mailing Address**

Same

**Quality Rated:** ★ ★ ★

<b>Compliance Zone Designation</b>			<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.
11/30/2017	Licensing Study	Good Standing	
03/07/2017	Monitoring Visit	Good Standing	
09/30/2016	Initial 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	1L	Three Year Olds and Four Year Olds	2	16	C	20	C	NA	NA	Centers
Main	1R	PreK	2	20	C	24	C	NA	NA	Transitioning, Outside
Main	2L	Three Year Olds	2	9	C	17	C	NA	NA	Centers
Main	2R	PreK	2	20	C	22	C	NA	NA	Lunch, Transitioning, Story
Main	3L	Two Year Olds and Three Year Olds	2	2	C	17	C	NA	NA	Centers
Main	3R	PreK	2	21	C	22	C	NA	NA	Lunch
Main	4L	One Year Olds	2	10	C	11	C	NA	NA	Free Play, Diapering, Transitioning
Main	4R	Two Year Olds	2	9	C	12	C	NA	NA	Nap
Total Capacity @35 sq. ft.: 145						Total Capacity @25 sq. ft.: 0				
Total # Children this Date: 107			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 purpose of this visit was to conduct a licensing study and to follow up on the previous visit from March 7, 2017. The fingerprint requirements were discussed with the owner/director as well as the comprehensive background check.

A one-day letter was left on this date.

Plan of Improvement: Developed This Date 11/30/2017

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).



**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.

**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.

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). Sign up for Quality Rated by June 30, 2018 in order to be eligible to receive a bonus package.

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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Sherise Fields, Program Official

Date

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Alva Huff, Consultant

Date



Bright from the Start Georgia Department of Early Care and Learning  
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Atlanta, GA 30334  
Phone: (404) 657-5562 WWW.DECAL.GA.GOV

### Findings Report

**Date:** 11/30/2017 **VisitType:** Licensing Study

**Arrival:** 10:00 AM

**Departure:** 6:50 PM

**CCLC-45917**

#### Country Crossings

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#### Regional Consultant

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The following information is associated with a Licensing Study:

### Activities and Equipment

#### 591-1-1-.03 Activities

Met

##### Technical Assistance

591-1-1-.03(2) - Consultant discussed with director and administrative staff to ensure that dates are recorded on posted lesson plans in all classrooms.

**Correction Deadline: 11/30/2017**

#### 591-1-1-.12 Equipment & Toys(CR)

Technical Assistance

##### Technical Assistance

591-1-1-.12 - Consultant discussed with director and administrative staff to be mindful of teacher storage on shelves in the children's restrooms and to ensure no heavy weight or mass objects are placed on shelving units that could cause injury from tipping, falling, or being pulled or pushed over.

##### Comment

Observed-Variety Throughout Center

#### 591-1-1-.35 Swimming Pools & Water-related Activities(CR)

N/A

##### Comment

No Swimming Activities Provided

### Facility

#### 591-1-1-.06 Bathrooms

Met

##### Comment

Observation-Clean and Well Maintained

#### 591-1-1-.19 License Capacity(CR)

Met

##### Comment

Consultant observed the facility's licensed capacity met on this date.

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

Observation-No Hazards Accessible

**Correction Deadline: 3/7/2017****Corrected on 11/30/2017****.25(13) - Previous citation corrected in that consultant observed hazardous items inaccessible to children in care on this date.****Correction Deadline: 3/7/2017****Corrected on 11/30/2017****.25(3) - Previous citation corrected in that consultant observed exhaust fans located in the children's restrooms free of heavy dust/dirt build-up on this date.**

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

591-1-1-.26(6) requires that playground equipment provide an opportunity for the children to engage in a variety of experiences and shall be age-appropriate. For example, toddlers shall not be permitted to swing in swings designed for School-age Children. The outdoor equipment shall be free of lead-based paint, sharp corners and shall be regularly maintained in such a way as to be free of rust and splinters that could pose significant safety hazard to the children. All equipment shall be arranged so as not to obstruct supervision of children. It was determined, based on an observation that a robe was detached and hanging from the robe climbing structure located on the B - School Age playground on this date.

**POI (Plan of Improvement)**

The Center will provide a variety of age-appropriate equipment that is arranged so as not to obstruct supervision of children. Staff will check the equipment daily to ensure that the equipment is free of hazards, rust and splinters.

**Correction Deadline: 12/10/2017**

<b>Food Service</b>
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**591-1-1-.15 Food Service & Nutrition****Not Met****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, based on an observation that menu substitutions were not recorded and posted on the center's menu for menu changes made on Thursday, November 30, 2017.

**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: 11/30/2017****Technical Assistance**

591-1-1-.15(6)(a) - Consultant discussed with director and administrative staff to be mindful of scheduled meals and snacks and to ensure that children's meals are within the individual class schedules.

**Correction Deadline: 11/30/2017**

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**591-1-1-.18 Kitchen Operations****Not Met****Finding**

591-1-1-.18(8) requires that containers of food be stored above the floor on clean surfaces protected from splash and other contamination. Containers for food storage other than the original container or package in which the food was obtained shall be impervious and non-absorbent, have tight-fitting lids or covers and labeled as to contents. It was determined, based on an observation that there were several packages of food opened and not stored in containers with tight-fitting lids/covers in the kitchen pantry area. It was further determined, that can foods and juice were located on the floor of the kitchen pantry area on this date.

**POI (Plan of Improvement)**

The Center will designate an appropriate area for the storage of containers of food, will make available containers, lids, and covers, and will train Staff on proper storage and labeling.

**Correction Deadline: 11/30/2017**

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<b>Health and Hygiene</b>
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**591-1-1-.10 Diapering Areas & Practices(CR)****Met****Comment**

Observed-Proper Diapering

**Comment**

Staff Stated Proper Knowledge

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

Observed-Proper Hand Washing Throughout

**Comment**

Observed-Staff Remind Children Wash Hand

**591-1-1-.20 Medications(CR)****Met****Comment**

Observed-Complete Documentation

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<b>Safety</b>
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**591-1-1-.05 Animals****Met****Comment**

No Animals Kept

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

Observed-Discussion/Redirection

**Comment**

Observed-Positive Learning Environment

**591-1-1-.36 Transportation(CR)****Technical Assistance****Technical Assistance**

591-1-1-.36 - Consultant discussed with director and administrative staff to ensure that the comment section of the transportation forms is utilized and any transportation changes are recorded.

**Comment**

Vehicle had fire extinguisher and first aid kit

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<b>Sleeping &amp; Resting Equipment</b>
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**Comment**

Correct number of mats; disinfecting discussed

**Comment**

Observed-Pleasant Naptime Environment

**Staff Records****Records Reviewed: 22****Records with Missing/Incomplete Components: 5**

Staff # 1 Date of Hire: 07/01/2016	Met
Staff # 2 Date of Hire: 07/27/2016	Met
Staff # 3	Met
Staff # 4 Date of Hire: 07/18/2016	Met
Staff # 5 Date of Hire: 07/01/2016	Met
Staff # 6 Date of Hire: 02/13/2017 <u>"Missing/Incomplete Components"</u> .14(2)-CPR missing,.14(2)-First Aid Missing,.33(3)-Health & Safety Certificate	Not Met
Staff # 7 Date of Hire: 08/14/2017 <u>"Missing/Incomplete Components"</u> .33(3)-Health & Safety Certificate,.14(2)-First Aid Missing,.14(2)-CPR missing	Not Met
Staff # 8 Date of Hire: 07/01/2016	Met
Staff # 9 Date of Hire: 07/01/2016	Met
Staff # 10	Met
Staff # 11 Date of Hire: 07/01/2016	Met
Staff # 12 Date of Hire: 04/01/2016	Met

**Records Reviewed: 22**

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

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Staff # 13 Date of Hire: 07/01/2016	Met
Staff # 14	Met
Staff # 15 Date of Hire: 08/02/2017 <u>"Missing/Incomplete Components"</u> .33(3)-Health & Safety Certificate	Not Met
Staff # 16 Date of Hire: 08/07/2017	Met
Staff # 17 Date of Hire: 10/10/2016	Met
Staff # 18	Met
Staff # 19 Date of Hire: 07/01/2017 <u>"Missing/Incomplete Components"</u> .33(3)-Health & Safety Certificate,.33(4)-Food Prep Training Missing 4 hrs.,.33(4)-1st Yr. Training 2 Hrs. (Abuse) Missing,.33(4)-1st Yr. Training 4 Hrs. Missing	Not Met
Staff # 20 Date of Hire: 07/22/2016 <u>"Missing/Incomplete Components"</u> .14(2)-CPR missing	Not Met
Staff # 21 Date of Hire: 07/01/2016	Met
Staff # 22 Date of Hire: 07/01/2016	Met

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**Staff Credentials Reviewed: 22**

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**591-1-1-.09 Criminal Records Check(CR)**

**Met**

**Correction Deadline: 11/30/2017**

**Corrected on 11/30/2017**

**.09(1)(a) - Previous citation corrected in that consultant observed satisfactory records check determination letters on file for thirty-three (33) employees on this date.**

**Correction Deadline: 3/7/2017**



Corrected on 11/30/2017

.09(1)(e) - Previous citation corrected in that consultant observed satisfactory records check determination letters on file for thirty-three (33) employees on this date.

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

**Not Met**

**Finding**

591-1-1-.14(2) requires a Staff member who is trained in CPR and first aid to be on the premises and on any field trip whenever any child is present. In addition, Staff who provide direct care to children must satisfactorily obtain certification in first aid and CPR by December 29, 2016 if employed prior to September 30, 2016 and within 90 days of their hire date if employed after September 30, 2016. It was determined, based on a review of records that two employees hired February 2, 2017 and August 14, 2017 did not have documentation of current first aid and CPR training on file. It was further determined, that an employee hired June 12, 2017 did not have documentation of current CPR training on file.

**POI (Plan of Improvement)**

The Center will develop a schedule to ensure there is always a staff person with current first aid and CPR training present and will develop and implement a plan to ensure all staff members have satisfactorily completed first aid and CPR training by the specified date.

**Correction Deadline: 12/31/2017**

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**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 a review of records that four (4) employees hired July 1, 2016; February 2, 2017; August 2, 2017; and August 14, 2017 did not have documentation of health and safety orientation training on file.

**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: 12/30/2017**

**Finding**

591-1-1-.33(4) requires all Staff who provide any direct care to children, except independent contractors, Students-in-Training and volunteers, to obtain ten (10) clock hours of training or instruction in child care issues from an accredited school or Department-approved source. At least six (6) of the clock hours must be divided as follows: four (4) clock hours of training in any of the following topics: disease control, cleanliness, basic hygiene, illness detection, illness disposition and childhood injury control and two (2) clock hours of training in identifying, reporting and meeting the needs of abused, neglected or deprived children. It was determined, based on a review of records that an employee hired July 1, 2016 did not have six (6) hours of required first year training on file.

**POI (Plan of Improvement)**

The Center will plan and schedule training and follow up to ensure that direct care Staff complete the required hours of training in the required subjects.

**Correction Deadline: 12/30/2017**

**Finding**

591-1-1-.33(5) requires the Director and person with primary responsibility for food preparation to have four clock hours of training in food nutrition planning, preparation, serving, proper dish washing and food storage. It was determined, based on a review of records that the director did not have documentation of two (2) hours of nutrition training on file.

**POI (Plan of Improvement)**

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

**Correction Deadline: 12/30/2017**

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

**Not Met**

**Comment**

Lead staff education requirements

**Finding**

591-1-1-.31(6)(a) requires the Center to ensure that an independent contractor has a satisfactory Fingerprint Records Check Determination. It was determined, based on a review of records that the dance and karate independent instructor at the facility during the time of consultant's visit did not have a a satisfactory criminal records check on file.

**POI (Plan of Improvement)**

The Center will obtain a satisfactory Fingerprint Records Check Determination for the Independent Contractor. The Center will ensure that every independent contractor that offers consistent educational or physical activities to children in care has a satisfactory Fingerprint Records Check Determination. Independent contractors **MUST** have a satisfactory records check determination to be at the facility when a child is present for care.

**Correction Deadline: 11/30/2017**

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

**Met**

**Comment**

Observed-Appropriate Staff:Child Ratios

**Correction Deadline: 3/8/2017**

**Corrected on 11/30/2017**

**.32(4) - Previous citation corrected in that consultant observed signed parental documentation for children under two-years-old housed with three-year-old children on this date.**

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

**Met**

**Comment**

Observed-Adequate Supervision