



**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:** 9/8/2020    **VisitType:** Complaint Investigation by Phone    **Arrival:** 1:00 PM    **Departure:** 2:30 PM

**CCLC-50483**

**Precious Hearts Child Development Center**

5119 Wrightsboro Road Grovetown, GA 30813 Columbia County  
(706) 869-9923 owner@preciousheartscdc.com

**Regional Consultant**

Melyn Smith

Phone: (706) 855-3455

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melyn.smith@dec.al.ga.gov

**Mailing Address**  
Same

**Quality Rated:** ★ ★

<b>Compliance Zone Designation</b>		
09/08/2020	Complaint Investigation by Phone	Good Standing
07/01/2020	Incident Investigation Closure	Good Standing
06/30/2020	Incident Investigation/Monitoring Visit	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**

**Comments**

A virtual complaint investigation was conducted on September 8, 2020 with the Director. An in-person visit was not conducted due to the COVID-19 pandemic. Investigative findings were not concluded on September 8, 2020. Investigative findings were concluded on September 10, 2020.

Plan of Improvement: Developed This Date 09/08/2020

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.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.

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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)



**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.decals.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@decals.ga.gov](mailto:qualityrated@decals.ga.gov)

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Stephanie Veneklasen, Program Official

Date

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Melyn Smith, Consultant

Date



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### Findings Report

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

**Safety**

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

**Technical Assistance**

#### Technical Assistance

591-1-1-.11(1) - The consultant discussed with the director the use of time-out as a form of discipline for two-year-old children, as one staff stated during staff interviews that the known biter was placed in time-out after the biting incident in the block area on August 28, 2020. The use of time-out as a form of discipline should not be used for children under three-years-old. Positive redirection and discussion should be used for all children as forms of discipline.

**Correction Deadline: 9/8/2020**

**Staffing and Supervision**

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

**Not Met**

#### Finding

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 investigative findings, that on August 28, 2020, watchful oversight was not provided when staff did not prevent a two-year-old child with known biting behaviors from biting more than three children several times in one day. It was further determined that there was a lack of supervision when one child playing with Lego Duplo blocks on the rug was observed on video footage to hit another child on the head multiple times with a Lego Duplo block and was not redirected.

#### 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: 9/8/2020**