



**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:** 1/28/2021    **VisitType:** Licensing Study    **Arrival:** 3:30 PM    **Departure:** 5:30 PM

**CCLC-51184**

**Willow Academy**

3723 Robinson Drive Oakwood, GA 30566 Hall County  
 (678) 696-8005 willowacademyllc@yahoo.com

**Regional Consultant**

Margarita Collier

Phone: (770) 342-7934

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margarita.collier@decal.ga.gov

**Mailing Address**

Same

**Quality Rated:** No

| <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.<br><br><b>Good Standing</b> - Program is demonstrating an acceptable level of performance in meeting the rules.<br><b>Support</b> - Program performance is demonstrating a need for improvement in meeting rules.<br><b>Deficient</b> - Program is not demonstrating an acceptable level of performance in meeting the rules. |
|------------------------------------|-------------------------|---------------|--|
| 01/28/2021                         | Licensing Study         | Good Standing |  |
| 09/09/2020                         | Monitoring Visit        | Good Standing |  |
| 09/13/2019                         | 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 Bldg                      | Rm. B- Preschool- 2nd left side | Three Year Olds                 | 1                              | 7        | C    | 10  | C            | NA         | NA           | Centers               |
| Main Bldg                      | Rm. C- Infants- 3rd left        | Infants                         | 2                              | 9        | C    | 9   | C            | NA         | NA           | Free Play, Floor Play |
| Main Bldg                      | Rm. D- 12mth-35mth- 1st Right   | One Year Olds and Two Year Olds | 1                              | 8        | C    | 9   | C            | NA         | NA           | Snack                 |
| Total Capacity @35 sq. ft.: 50 |                                 |                                 | Total Capacity @25 sq. ft.: 0  |          |      | Building @35 capacity limited by Insufficient Toilets/Sinks |              |            |              |                       |
| Total # Children this Date: 24 |                                 |                                 | Total Capacity @35 sq. ft.: 50 |          |      | Total Capacity @25 sq. ft.: 0                               |              |            |              |                       |

| Building  | Playground | Playground Occupancy | Playground Compliance |
|-----------|------------|----------------------|-----------------------|
| Main Bldg | Playground | 31                   | C                     |

**Comments**

Administrative review was completed on January 28, 2021. The virtual visit was scheduled for February 4, 2021. A virtual inspection was conducted on February 4, 2021 with the Director. An in-person visit was not conducted due to the COVID-19 pandemic. An initial administrative review was completed on January 28, 2021. Staff file, training, and background checks were all reviewed. Compliance with the Executive Order issued on August 15, 2020 was reviewed during the virtual inspection.

Plan of Improvement: Developed This Date 01/28/2021

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.

**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@decal.ga.gov](mailto:CCSRefutations@decal.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://decal.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.decal.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@decal.ga.gov](mailto:qualityrated@decal.ga.gov)

Nicole Padgett, Program Official

Date

Margarita Collier, Consultant

Date



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### Findings Report

**Date:** 1/28/2021    **VisitType:** Licensing Study    **Arrival:** 3:30 PM    **Departure:** 5:30 PM

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The following information is associated with a Licensing Study:

### 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)**

**Met**

**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**

Parent authorizations obtained/completed.

**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)

Met

#### Comment

Center appears clean and well maintained.

### 591-1-1-.26 Playgrounds(CR)

Technical Assistance

#### Technical Assistance

Please ensure to monitor the playground areas for the following hazards:

- Normal wear and tear of playground equipment and toys.
- Potential entrapment hazards in the fence surrounding the playground area.
- Biting and/or stinging insects (i.e. ants, bees, etc.)
- Loose and/or weak tree branches surrounding the playground area.
- Standing water in and around playground equipment after inclement weather.
- Refluff resilient surface as needed.

## Food Service

### 591-1-1-.15 Food Service & Nutrition

Technical Assistance

#### Technical Assistance

Consultant discussed foods that are associated with young children's choking incidents, such as, but not limited to, peanuts, hot dogs, raw carrots, popcorn, fish with bones, cheese cubes, grapes and any other food that is of similar shape and size of the trachea/wind pipe shall not be served to the children less than four (4) years of age. Children older than four (4) years of age may be served these foods provided that the foods are cut in such a way as to minimize choking.

#### Technical Assistance

Consultant discussed revision to the written feeding plans for children under the age of 1 years old. Ageappropriate solid foods (including cereal) shall not be given to infants or children less than one (1) year of age until recommended as developmentally appropriate by the child's primary care physician and indicated in writing by the Parent(s). As soon as the feeding plan indicates that a child is ready for solid foods, the child shall be fed from individual spoons and individual containers or dishes. A child shall not be fed directly from the original baby food container if the contents are to be fed to the child at more than one (1) meal or to more than one (1) child.

#### Technical Assistance

The consultant discussed the menu requirements with the director. Please ensure the menu meets the following criteria:

- 3 Components for breakfast: Grains, Vegetables, Fruits or both, Milk.
- 5 Components for lunch/supper – Grains, Meat/Meat alternates, Fruits, Vegetable, and Milk OR Grains.
- 2 of 5 Components for snack- Milk, meat/meat alternative, vegetable, fruit, and/or grain.

The consultant emailed the director a copy of the CACFP Infant Meal pattern and Child/Adult Meal pattern flyers.

## Health and Hygiene

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

**Comment**

Staff state proper knowledge of diapering procedures.

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

**Comment**

Staff stated the proper handwashing procedures for children and staff members.

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

**Comment**

The Provider currently does not dispense/administer medication.

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**Safety**

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

**Comment**

Center does not keep animals on premises.

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

**Comment**

A virtual visit was conducted due to the COVID-19 pandemic. Discipline was not directly observed during the virtual walk through. Regulations regarding proper discipline were discussed with the director on this date.

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

**Comment**

Center does not participate in field trips at this time.

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**591-1-1-.36 Transportation(CR)** **Met**

**Comment**

Center does not provide routine transportation.

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**Sleeping & Resting Equipment**

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**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. Cleaning and disinfecting of mats was discussed with the director on this date.

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**Staff Records**

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**Records Reviewed: 8**

**Records with Missing/Incomplete Components: 4**

Staff # 1 Met

Date of Hire: 11/04/2019

Staff # 2 Met

Date of Hire: 01/11/2021

Staff # 3 Met

Date of Hire: 01/26/2021

Staff # 4 Not Met  
 Date of Hire: 10/07/2020  
"Missing/Incomplete Components"  
 .14(2)-CPR missing

Staff # 5 Met  
 Date of Hire: 01/27/2021

Staff # 6 Not Met  
 Date of Hire: 09/13/2019  
"Missing/Incomplete Components"  
 .14(2)-CPR missing

Staff # 7 Not Met  
 Date of Hire: 09/13/2019  
"Missing/Incomplete Components"  
 .14(2)-CPR missing

Staff # 8 Not Met  
 Date of Hire: 10/09/2020  
"Missing/Incomplete Components"  
 .14(2)-CPR missing

**Staff Credentials Reviewed: 4****591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)****Technical Assistance****Comment**

Criminal record checks were observed to be complete.

**Technical Assistance**

The consultant discussed the following information regarding criminal record checks with the director:

- Monitor the expiration dates of all staff members', therapist, independent contractors, and/or volunteers criminal record check letters.
- Submit a portability request via DECAL KOALA for newly hired staff members, therapist, independent contractors, and/or volunteers that have a previous satisfactory comprehensive criminal record check letter issued by the department.
- Ensure that all newly hired staff members, therapist, independent contractors, and/or volunteers have evidence of a satisfactory comprehensive criminal record check letter prior to providing services to children present for care.
- Ensure that all newly hired, seasonal staff members, therapist, independent contractors, and/or volunteers with a six-month break of employment from child care submit an updated criminal record check application and complete the fingerprinting process prior to rendering services for child care services.

**Comment**

The director provided five files for staff members hired since the previous visit was conducted on September 9, 2020. The consultant observed five of five newly hired staff members to have evidence of a satisfactory comprehensive criminal record check letter on file.

**591-1-1-.14 First Aid & CPR****Not Met**

**Finding**

591-1-1-.14(1) requires the Center Director and, at any given time, at least fifty percent (50%) of the caregiver Staff to successfully complete a biennial training program in cardiopulmonary resuscitation (CPR) and a triennial training program in first aid. The first aid training must be done by certified or licensed health care professionals or trainers and must deal with the provision of emergency care to infants and children. The Center shall maintain current evidence of the successful completion of such training which shall be available to the Department for inspection. It was determined based on review of records that the director, staff #7, date of hire July 1, 2019, completed the required CPR training via an online training course. Further review of records that the center had less than fifty percent (50%) of the staff members certified in CPR training. Three of eight staff members were observed to have completed the required CPR training via an online training course.

**POI (Plan of Improvement)**

The Center Director and at least 50% of the caregiver Staff will complete the needed training. The Director will send written verification to the consultant upon completion and will develop a plan to ensure that at least 50% of the caregiver Staff have completed this training at any given time and that evidence of successful completion of the training is on file available for inspection.

**Correction Deadline: 3/4/2021**

**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 review of records that staff member #4, date of hire October 7, 2020, staff member #6, date of hire September 1, 2019, staff member #7, date of hire July 1, 2019, and staff member #8, date of hire October 9, 2020, completed the required CPR training via an online training course.

**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: 3/4/2021**

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

**Comment**

Documentation observed of required staff training.

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

**Comment**

Additional cleaning and sanitizing requirements due to the COVID-19 pandemic were discussed and observed during a virtual walk through on this date. The program was in compliance with the Executive Order issued on August 15, 2020. Staff observed to be compliant with applicable laws and regulations.

**Staffing and Supervision**

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

**Comment**

Center observed to maintain appropriate staff:child ratios.

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

**Comment**

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

**Technical Assistance**

The consultant discussed staff being attentive and participating with all children during mealtimes and shall be seated within an arm's length away from children thirty-six (36) months of age and younger.