



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: 11/13/2019 **VisitType:** Complaint Investigation Follow Up **Arrival:** 9:40 AM **Departure:** 1:45 PM

CCLC-51231

White Oak Learning Academy #1

4760 Martin Road Cumming, GA 30041 Forsyth County
 (770) 887-4466 angiec@whiteoakacademy.com

Regional Consultant

Mandi Sloan

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Mailing Address

2982 Grizzle Road
 Dawsonville, GA 30534

Quality Rated: ★ ★ ★

Compliance Zone Designation			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.
11/13/2019	Complaint Investigation Follow Up	Good Standing	
11/13/2019	Complaint Closure	Good Standing	
08/28/2019	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	A-1L	One Year Olds	1	6	C	19	C	NA	NA	Story, Diapering
Main	B-2L	Infants and One Year Olds	2	8	C	13	C	NA	NA	Free Play, Feeding
Main	C-3L	One Year Olds and Two Year Olds	2	14	C	21	C	NA	NA	Free Play
Main	D-4L Back	PreK	2	22	C	20	NC	NA	NA	Centers
Main	D-4L Front	PreK	3	20	C	21	C	NA	NA	Circle Time
Main	E-L Far Back	Two Year Olds	2	20	C	26	C	NA	NA	Free Play
Main	G-3R Back	PreK	2	22	C	23	C	NA	NA	Story
Main	G-3R Front	PreK	2	22	C	26	C	NA	NA	Centers
Main	H-2R	Two Year Olds and Three Year Olds	2	16	C	34	C	NA	NA	Art
Main	I-1R	Three Year Olds and Four Year Olds	1	15	C	32	C	NA	NA	Centers
Total Capacity @35 sq. ft.: 235					Total Capacity @25 sq. ft.: 0					
Total # Children this Date: 165					Total Capacity @25 sq. ft.: 0					

Building	Playground	Playground Occupancy	Playground Compliance
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Comments

The purpose of the visit was to conduct a complaint investigation and to follow up on the previous visit conducted on August 28, 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.state.ga.us/CCS/RuleAndRegulations.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.state.ga.us.

- 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.state.ga.us/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.state.ga.us/>
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.state.ga.us

Angie Carlisle , Program Official

Date

Mandi Sloan, Consultant

Date



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Findings Report

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The following information is associated with a Complaint Investigation Follow Up:

Activities and Equipment

591-1-1-.03 Activities

Technical Assistance

Technical Assistance

591-1-1-.03(8) - Consultant discussed with provider to ensure individual attention is provided to each child in the two year-old room (E-L Far Back) in that teachers are able to respond promptly to children's distress signals and needs for comfort.

Correction Deadline: 11/13/2019

Facility

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

Technical Assistance

Technical Assistance

591-1-1-.25 - Consultant discussed with provider to ensure that child locks on cabinets in the toddler classrooms are in working order to ensure that items items that pose a hazard are kept inaccessible to children.

Staff Records

Records Reviewed: 39

Records with Missing/Incomplete Components: 0

Staff # 1

Met

Staff # 2

Met

Date of Hire: 11/09/2018

Staff # 3

Met

Date of Hire: 05/29/2019

Staff # 4 Date of Hire: 08/02/2019	Met
Staff # 5	Met
Staff # 6 Date of Hire: 11/11/2019	Met
Staff # 7 Date of Hire: 08/02/2010	Met
Staff # 8 Date of Hire: 01/02/2015	Met
Staff # 9 Date of Hire: 01/03/2005	Met
Staff # 10 Date of Hire: 07/31/2017	Met
Staff # 11 Date of Hire: 10/15/2007	Met
Staff # 12 Date of Hire: 07/28/2015	Met
Staff # 13	Met
Staff # 14	Met
Staff # 15 Date of Hire: 04/29/2019	Met
Staff # 16 Date of Hire: 01/23/2017	Met
Staff # 17 Date of Hire: 02/03/2016	Met
Staff # 18	Met
Staff # 19 Date of Hire: 02/11/2019	Met
Staff # 20 Date of Hire: 08/02/2003	Met

Staff # 21 Date of Hire: 07/27/2016	Met
Staff # 22 Date of Hire: 08/06/2019	Met
Staff # 23	Met
Staff # 24	Met
Staff # 25 Date of Hire: 08/21/2000	Met
Staff # 26 Date of Hire: 08/26/1998	Met
Staff # 27 Date of Hire: 10/15/2019	Met
Staff # 28 Date of Hire: 07/07/2003	Met
Staff # 29 Date of Hire: 10/17/2019	Met
Staff # 30 Date of Hire: 06/17/2013	Met
Staff # 31	Met
Staff # 32 Date of Hire: 08/26/2016	Met
Staff # 33	Met
Staff # 34 Date of Hire: 04/19/2019	Met
Staff # 35	Met
Staff # 36 Date of Hire: 05/20/2019	Met
Staff # 37	Met
Staff # 38	Met

Staff # 39

Met

Staff Credentials Reviewed: 13**591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)****Met****Comment**

Director provided seven file(s) for employees hired since last visit.

Correction Deadline: 8/28/2019**Corrected on 11/13/2019****.09(1)(a)** - The previous citation was corrected on this date as criminal record checks were observed to be complete.**Correction Deadline: 8/28/2019****Corrected on 11/13/2019****.09(1)(c)** - The previous citation was corrected on this date as criminal record checks were observed to be complete.**591-1-1-.24 Personnel Records****Met****Correction Deadline: 9/2/2019****Corrected on 11/13/2019****.24(1)** - The previous citation was corrected on this date as personnel files were observed to be maintained for each member of staff.**Staffing and Supervision****591-1-1-.32 Staff:Child Ratios and Group Size(CR)****Technical Assistance****Technical Assistance**

591-1-1-.32(4) - Consultant discussed with provider mixed age groups for two-year-old and three-year-old children to ensure that children who are under three-years-old are housed in separate physical areas from children three-year-old and older.

Correction Deadline: 11/13/2019