



**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

**Cover Sheet**

**Date:** 6/3/2021    **VisitType:** Complaint Investigation & Monitoring Visit    **Arrival:** 3:30 PM    **Departure:** 4:20 PM

**CCLC-23074**

**Holdheide Academy**

5234 Old Hwy 5 Woodstock, GA 30188 Cherokee County  
(770) 516-2292 tdorsten@mindspring.com

**Regional Consultant**

Rachael Brown

Phone: (770) 342-7795

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rachael.brown@decal.ga.gov

**Mailing Address**

206 Somerset Circle  
Woodstock, GA 30189

**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.
06/03/2021	Complaint Investigation & Monitoring Visit	Good Standing	
12/30/2020	LS POI Follow Up	Good Standing	
12/18/2020	Complaint Closure	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- 1st. Left	Infants	1	4	C	13	C	NA	NA	Nap	
Main	B- 2nd Left	Infants and One Year Olds	1	5	C	9	C	NA	NA	Free Play	
Main	C- 3rd Left	Two Year Olds	1	10	C	10	C	NA	NA	Outside	
Main	D-1st Right	Three Year Olds	1	10	C	13	C	NA	NA	Circle Time	
Main	E- 2nd Right	Five Year Olds	2	9	C	20	C	NA	NA	Circle Time	
Main	F- 3rd Right		0	0	C	26	C	NA	NA	Not In Use	
Main	G- 4th Left		0	0	C	14	C	NA	NA	Not In Use	
Total Capacity @35 sq. ft.: 105						Total Capacity @25 sq. ft.: 0					
Total # Children this Date: 38						Total Capacity @35 sq. ft.: 105					Total Capacity @25 sq. ft.: 0

Building	Playground	Playground Occupancy	Playground Compliance
Main	Playground: Left Side Younger	19	C
Main	Playground: Right Side Older	50	C

**Comments**

An on site complaint investigation/monitoring visit was conducted on this date. Complaint investigation was discussed. CBC rules discussed. 1-day letter and CBC affidavit issued on this date.

Plan of Improvement: Developed This Date 06/03/2021

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.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



### Important New Deadlines:

Due to the ongoing COVID restrictions, the deadline to become Quality Rated for programs who want to continue to receive Childcare and Parent Services (CAPS), has been extended to at least December 31, 2021.

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)

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)

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Tammy Dorsten, Program Official

Date

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Rachael Brown, Consultant

Date



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### Findings Report

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The following information is associated with a Monitoring 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: 6**

**Records with Missing/Incomplete Components: 0**

Child # 1	Met
Child # 2	Met
Child # 3	Met
Child # 4	Met
Child # 5	Met
Child # 6	Met

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

**Met**

**Correction Deadline: 12/30/2020**

Corrected on 6/3/2021

.08(1) - Citation observed to be corrected on this date. Consultant observed six children's files to be complete and have the address of the persons to whom the child may be released.

<b>Facility</b>
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**591-1-1-.19 License Capacity(CR)** **Met**

**Comment**

Licensed capacity observed to be met by center.

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

**Comment**

Please be mindful to keep items that pose a hazard inaccessible to children.

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

**Finding**

591-1-1-.26(8) requires climbing and swinging equipment to have a resilient surface beneath the equipment and the fall zone from such equipment must be adequately maintained by the Center to assure continuing resiliency. It was determined based on observation that the Right Side: Older playground had 0-1 inches of resilient surface beneath the swings when the rule requires six inches of resilient surface.

**POI (Plan of Improvement)**

The Center will add additional resilient surfacing to the fall zones where needed and check daily, adding resilient surfacing as needed to maintain adequate resiliency.

**Correction Deadline: 6/13/2021**

**Finding**

591-1-1-.26(9) requires the playground to be kept clean, free from litter and free of hazards, such as but not limited to rocks, exposed tree roots and exposed sharp edges of concrete. It was determined based on observation that the left side: younger playground had exposed plastic lining and bags of mulch placed throughout the playground that posed a tripping hazard to children.

**POI (Plan of Improvement)**

The Center will remove any litter and fix or remove hazards from the playground and will routinely monitor the playground and remove litter and hazards.

**Correction Deadline: 6/13/2021**

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

**Comment**

Staff stated proper knowledge of diapering procedures.

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

**Comment**

Proper hand washing observed throughout the center.

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**591-1-1-.20 Medications(CR)** **N/A**

**Comment**

The Provider currently does not dispense/administer medication.

<b>Safety</b>
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**591-1-1-.11 Discipline(CR)****Met****Comment**

Age-appropriate discussion and/or redirection observed.

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

591-1-1-.36(7)(c)2.-Citation deferred until next regulatory visit. Provider stated having not provided transportation since the last regulatory visit. Citation deferred until school transportation resumes at the beginning of the next school year.

**POI (Plan of Improvement)**

The driver/other designated person will immediately document in writing with a check/mark/symbol each time a child gets on and off the vehicle.

**Correction Deadline: 12/31/2020****Defer**

591-1-1-.36(7)(c)3.- Citation deferred until next regulatory visit. Provider stated having not provided transportation since the last regulatory visit. Citation deferred until school transportation resumes at the beginning of the next school year.

**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: 12/31/2020**

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<b>Sleeping &amp; Resting Equipment</b>
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**591-1-1-.30 Safe Sleeping and Resting Requirements(CR)****Not Met****Finding**

591-1-1-.30(2) requires the Center to provide a safe sleep environment in accordance with American Academy of Pediatrics (AAP), Consumer Product Safety Commission (CPSC) and American Society for Testing and Materials (ASTM) recommendations as listed in these rules for all infants. Center Staff shall place an infant to sleep on the infant's back in a crib unless the Center has been provided a physician's written statement authorizing another sleep position for that particular infant that includes how the infant shall be placed to sleep and a time frame that the instructions are to be followed. When an infant can easily turn over from back to front and back again, Staff shall continue to put the infant to sleep initially on the infant's back but allow the infant to roll over into his or her preferred position and not re-position the infant. Sleepers, sleep sacks and wearable blankets that fit according to the commercial manufacturer's guidelines and will not slide up around the infant's face may be used when necessary for the comfort of the sleeping infant. Swaddling shall not be used unless the Center has been provided a physician's written statement authorizing its use for a particular infant that includes instructions and a time frame for swaddling the infant. Center Staff shall not place objects or allow objects to be placed in or on the crib with an infant such as but not limited to toys, pillows, quilts, comforters, bumper pads, sheepskins, stuffed toys, or other soft items and shall not attach objects or allow objects to be attached to a crib with a sleeping infant, such as, but not limited to, crib gyms, toys, mirrors and mobiles. It was determined based on observation that blankets were placed in four cribs with infants that had been laid down to rest but were observed to be awake. Staff stated that blankets are typically placed in the cribs with infants while they slept.

**POI (Plan of Improvement)**

The Center will take all steps necessary to provide a safe sleep environment for infants as listed in these rules; will train Staff to follow these rules; and will monitor for compliance.

**Correction Deadline: 6/3/2021**

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<b>Staff Records</b>
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**Records Reviewed: 7****Records with Missing/Incomplete Components: 1**

Staff # 1 Date of Hire: 04/13/2020	Met
Staff # 2 Date of Hire: 05/25/2007	Met
Staff # 3 Date of Hire: 06/13/2019	Met
Staff # 4 Date of Hire: 01/20/2015	Met
Staff # 5 Date of Hire: 12/28/2020	Met
Staff # 6 Date of Hire: 06/03/2021 <u>"Missing/Incomplete Components"</u> .09-Criminal Records Check Missing	Not Met
Staff # 7	Met

**Staff Credentials Reviewed: 4****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 observation that staff #6 was present and caring for children and an application for a criminal records check had not been made to the Department or an authorized fingerprinting site.

**POI (Plan of Improvement)**

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

**Correction Deadline: 6/3/2021****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 observation that staff #6 was present and caring for children with a comprehensive satisfactory criminal background check that had not been electronically ported to the center and was outside of the twelve-month portability period.

**POI (Plan of Improvement)**

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

**Correction Deadline: 6/3/2021**

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

**Met**

**Comment**

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)**

**Not Met**

**Finding**

591-1-1-.32(7) requires that children be supervised at all times appropriate to the individual age, needs and capabilities of each child. Such supervision must include, but not be limited to, indoor and outdoor activities, mealtimes, naptime, transportation, field trips, and transitions between activities. "Supervision" means that the appropriate number of Staff members are physically present in the area where children are being cared for and are providing watchful oversight to the children, volunteers and Students-in-Training. The persons supervising in the child care area must be alert, positioned to maximize their ability to hear and see the children at all times, and able to respond promptly to the needs and actions of the children being supervised, as well as the actions of the volunteers and Students-in-Training, and provide timely attention to the children's actions and needs. Staff shall be 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. It was determined based on observation that staff from classroom E-2nd Right briefly stepped out of the classroom during hand washing to retrieve plates from directly outside the classroom. In addition, staff from classroom C-3rd Left, left the classroom and children unsupervised during nap time and walked to the front office to speak to the Director. In addition, staff from classroom C-3rd Left, left the classroom and children unsupervised during nap time to briefly enter the infant classroom.

**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: 6/3/2021**