



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: 11/6/2025 **VisitType:** Complaint Investigation & Licensing Study **Arrival:** 10:40 AM **Departure:** 6:15 PM

CCLC-52186
Cadence Academy Preschool of Bay Creek
 315 Cooper Rd. Loganville, GA 30052 Gwinnett County
 (678) 376-5115

Lead Consultant
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Mailing Address
 Same

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.
11/06/2025	Complaint Investigation & Licensing Study	Good Standing	
05/17/2025	Complaint Closure	Good Standing	
04/14/2025	Complaint Investigation Follow Up	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	Infants and One Year Olds	1	6	C	13	C	NA	NA	Feeding,Nap
Main	B- 1R	Infants	1	6	C	10	C	NA	NA	Free Play,Feeding
Main	C- 2R	Three Year Olds	1	15	C	21	C	NA	NA	Centers,Lunch
Main	D- 2L	Two Year Olds and Three Year Olds	2	15	C	18	C	NA	NA	Free Play,Story,Diapering
Main	E-3L	Two Year Olds	1	10	C	16	C	NA	NA	Free Play
Main	F- 4R	One Year Olds and Two Year Olds	2	12	C	15	C	NA	NA	Lunch,Transitioning
Main	G- 3R	Three Year Olds	2	13	C	19	C	NA	NA	Centers
Main	H- 5 R	Three Year Olds and Four Year Olds	1	15	C	20	C	28	C	Outside
Main	I-4L	GA PreK	2	18	C	20	C	NA	NA	Lunch,Centers
Main	J- 6R	GA PreK	2	20	C	24	C	34	C	Centers
Main	K- 5L	GA PreK	2	19	C	27	C	38	C	Centers
Main	L- Back	GA PreK	1	17	C	32	C	45	C	Lunch,Circle Time

Total Capacity @35 sq. ft.: 235

Total Capacity @25 sq. ft.: 277

Total # Children this Date: 166

Total Capacity @35 sq. ft.: 235

Total Capacity @25 sq. ft.: 277

Building	Playground	Playground Occupancy	Playground Compliance
Main	PG A	16	C
Main	PG B	20	C
Main	PG C	105	C
Main	PG D	61	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
11	15	30	45	73	10	34

Comments

Be sure to enter all temporary closures by 7 a.m. (vacation, emergencies, school closures, inclement weather, holidays etc...) in DECAL KOALA at all times under the Required Report tab whenever your facility is closed temporarily because you are not caring for children for one or more days. SAVE the report before exiting.

All amendments are required to be electronically submitted in DECAL KOALA.

Please be sure to hide staff who are no longer employed in your DECAL KOALA account. Please reach out for help with this, if needed.

Please ensure that the director and staff responsible for food preparation completes the four (4) hours of nutrition training as soon as possible but within the first year of employment. (if applicable)

Please remember that the transportation training certificates must be completed prior to participating in transportation and renewed every two years for anyone checking the vehicle, chaperoning on a trip, and signing the checklist, including the director. Please ensure that directors complete the transportation training upon being hired at the center. Please ensure to contact your consultant for guidance if you have not been conducting transportation before you plan to conduct transportation in the future. (if applicable)

**There is a free Transportation Training available on OLLI in Georgia PDS (GaPDS). Health and Safety Orientation Training 15-hour course is available free online in OLLI (staff must successfully complete all three trainings to meet licensing requirements). PLEASE NOTE: If the Health & Safety Orientation Training date is outside of the previous 12 months, the training was not approved for 10 credit hours, or the training certificate is not documented in the employee's GaPDS account, the Staff person will be required to take this training again, within their first 90 days of employment at a new facility. Reminder: Health and Safety Orientation Training can only be taken once every five years.

Talk about updated orientation checklist.

Indicator manual and utilizing it.

Updated Transportation forms including sample as of October 1, 2023, use immediately (if applicable).

Discussed regarding ensuring to complete rechecks for Criminal Records checks at least 90 days before the five-year expiration. Suggestion: Check monthly or sooner to ensure that staff's criminal records checks are not expiring.

Don't forget to post a new license annually.

Discussed regarding nap mats regarding not using tape to repair; must replace (if applicable).

Recent Changes/Updates: Core Rule: CPR and First Aid will be due within 45 days. 2 hours of Language and Literacy/2 hours of Health and Safety training annually beginning July 1, 2025, a required for all staff. Also, SUID (Sudden Unexpected Infant Death Syndrome formerly SIDS) must be included on the orientation checklist along with abusive head trauma. **Please don't forget to add to your childcare policies and procedures concerning expulsion, suspension, and practices followed to prevent shaken baby syndrome and abusive head trauma.

Plan of Improvement: Developed This Date

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), do the following:

- 1) Log into DECAL KOALA www.decalkoala.com with the user id for your program
- 2) On the home page scroll down to the Inspection Reports and select 'Refute Citation' for the visit report in dispute
- 3) Select the specific rule number(s) that you are refuting, add the reason for disagreement regarding the rule citation, and upload supporting documentation
- 4) Submit the refutation in DECAL KOALA to Child Care Services (CCS) within 10 business days of the completion date.

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 Quality Rated/CAPS Update:

As January 1, 2022, child care providers must be Quality Rated to receive Childcare and Parent Services (CAPS). Newly licensed, or new to CAPS providers may be eligible for the new CAPS/QR Provisional Status, allowing for scholarships while working toward a star rating.

Contact the Quality Rated help desk at 855-800-7747 or qualityrated@decal.ga.gov for more information. Free technical assistance is available!



Summary Report

Date: 11/6/2025 **VisitType:** Complaint Investigation & Licensing **Arrival:** 10:40 AM **Departure:** 6:15 PM
Study

CCLC-52186

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The following information is associated with a Licensing Study Visit:

Activities and Equipment

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

Technical Assistance

Comment

A variety of equipment and toys were observed throughout the center on this date.

Technical Assistance

591-1-1-.12(2) - Please ensure that all rugs do not present tripping hazards.

Correction Deadline: 11/6/2025

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: 4

Child # 1

Not Met

"Missing/Incomplete Components"

.08(1)-Doctor, Clinic, Phone Numbers

Child # 2

Not Met

"Missing/Incomplete Components"

.08(1)-Parent Names, Work Numbers

Child # 3

Not Met

"Missing/Incomplete Components"

.08(1)-Parent Names, Work Numbers

Child # 4

Not Met

"Missing/Incomplete Components"

.08(1)-Parent Names, Work Numbers

Finding

591-1-1-.08(1) requires the Center Staff to maintain a file for each child while such child is in care and for one year after that child is no longer enrolled. In order for the file to be complete, the file shall contain the following: child's name, birth date, sex, address, living arrangement, name of school if applicable; names of both Parents, home and work addresses, and home and work telephone numbers; name(s) and addresses of the person(s) to whom the child may be released including address, telephone numbers, relationship to child and to Parent(s), and other identifying information; name(s) and telephone number(s) of person(s) to contact in emergencies when the Parent cannot be reached; name and telephone number of the child's primary source of health care; and a statement regarding known allergies, physical problems, mental health disorders, intellectual disabilities or developmental disabilities which limit the child's participation in the program. It was determined based on a review of records that the following children did not have the required information completed in their enrollment records:

- Child #1: Did not have evidence of their physician's information.
- Child #2 and #3: Did not have their parents work address completed.
- Child #4: Did not have their mother's work address completed.

POI (Plan of Improvement)

Center staff will develop a plan that includes how to obtain all required information for currently enrolled children and how to ensure this is done for future enrollees as well. The plan will also include how and where to maintain files for the required amount of time. The plan will be implemented and followed.

Correction Deadline: 11/6/2025

Facility**591-1-1-.19 License Capacity(CR)****Met****Comment**

Licensed capacity observed to be routinely met by center on this date.

591-1-1-.25 Physical Plant - Safe Environment(CR)**Not Met****Finding**

591-1-1-.25(13) requires that potentially hazardous equipment, materials and supplies be stored in a locked area inaccessible to children. It was determined based on observation that hazards were observed in the following classrooms:

- C-2R: Sunscreen was observed in a child's bag.
- J-6R: A stapler was observed to be accessible on a shelf to the right.
- K-5L: In an unlocked cabinet, a staff's bag was observed to be accessible. Also, two bottles of Clorox wipes were observed to be accessible in the girls bathroom on the left.

POI (Plan of Improvement)

The Center will identify all hazardous items and keep them in a locked area inaccessible to children. The Center will inform all Staff about hazardous items and the safe storage of those items.

Correction Deadline: 11/6/2025

591-1-1-.26 Playgrounds(CR)**Met****Comment**

Playground observed to be clean and in good repair on this date.

Health and Hygiene**591-1-1-.10 Diapering Areas & Practices(CR)****Not Met****Comment**

Staff stated proper knowledge of diapering procedures.

Finding

591-1-1-.10(4) requires that if diapers are changed on a diaper changing surface, the surface shall be smooth, nonporous, and equipped with a guard or rails to prevent falls. Between each diaper change, the diaper changing surface shall be cleaned with a disinfectant and dried with a single-use disposable towel. It was determined based on observation that the changing pad in the F-4R classroom was observed to be torn.

POI (Plan of Improvement)

The Center will ensure there is a smooth, nonporous changing surface that has a guard or rails for safety in each classroom that houses children wearing diapers. Center Staff will be trained and have adequate supplies to properly clean the diaper changing surface between each diaper change.

Correction Deadline: 11/10/2025

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

Proper hand washing observed throughout the center on this date.

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

The Provider currently does not dispense/administer medication.

Policies and Procedures**591-1-1-.21 Operational Policies & Procedures****Technical Assistance****Technical Assistance**

591-1-1-.21(2)(r) - New - Discussed updating the Center's policies and procedures to include the program's practices regarding the expulsion and suspension of children enrolled for care within the description of behavior management and discipline actions used by the Center.

Also discussed to ensure a description of the practices followed by the Center to prevent shaken baby syndrome and abusive head trauma in children up to five years of age that includes the following information: how to recognize, respond to, and report the signs and symptoms of shaken baby syndrome and abusive head trauma; strategies to assist staff members in understanding how to care for infants and how to cope with a crying, fussing, or distraught child; strategies to ensure staff members understand the brain development of children up to five years of age; and a list of prohibited behaviors when dealing with children.

Additional information can be found in the CCLC Indicator Manual found on DECAL's website at:

<https://www.dec.state.ga.us/CCS/Regulations.aspx> or through the Center on Shaken Baby Syndrome found at: <https://dontshake.org/>.

Correction Deadline: 11/11/2025

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

Age-appropriate discussion and/or redirection observed.

591-1-1-.13 Field Trips(CR)**Technical Assistance****Technical Assistance**

591-1-1-.13(6) - Please ensure that all children completes their physician's information on their medical emergency forms.

Correction Deadline: 11/6/2025

591-1-1-.36 Transportation(CR)**Not Met****Finding**

591-1-1-.36(4)(f)1. requires that all transported children be secured in a child passenger restraining system or seat safety belt in accordance with current state and federal laws and regulations and according to manufacturer's directions. It was determined based on observation that the seatbelts in vehicle RIX 4894 and RHN 7168 were observed to be twisted

POI (Plan of Improvement)

The Center will ensure that manufacturer directions and state and federal laws are met when using child passenger restraining systems and seat safety belts.

Correction Deadline: 11/14/2025

Sleeping & Resting Equipment

Finding

591-1-1-.30(1)(d) requires that all sleeping and resting equipment shall be arranged to avoid obstructing access to exit doors, to provide the caregivers access to each child, and to prevent children's access to cords hanging from window treatments and other hazardous objects. To reduce the transfer of airborne diseases, sleeping and resting equipment shall be arranged as follows. There shall be a minimum of twenty-four inch (24") corridor between each row of sleeping or resting equipment. There shall be a minimum of twelve inches (12") between each piece of sleeping or resting equipment in each row of equipment. Children shall be placed on cots and mats so that one child's head is toward another child's feet in the same row. It was determined based on observation that the children were not arranged with a twelve inch gap between them during naptime in the C-2R, E-3L, J-6R classrooms.

POI (Plan of Improvement)

The Center will arrange and place sleeping and resting equipment according to the requirements in the rule; will train Staff; and will monitor for continued compliance.

Correction Deadline: 11/6/2025

Staff Records

Records Reviewed: 32

Records with Missing/Incomplete Components: 1

Staff # 21

Not Met

Date of Hire: 09/02/2025

Reminder - Health & Safety training is required within 90 calendar days of hired

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)

Met

Comment

Criminal record checks were observed to be complete.

-Please ensure that applicants/staff are listing exact dates (including month/day/year) on 10-year work history form in order to determine any breaks in service from the childcare industry.

-Please ensure that all staff, volunteers, independent contractors, substitutes, therapists, etc...has their records check electronically ported to the center's list in KOALA before being present at the facility.

-Please ensure that records checks are redone if there is a six-month (180 calendar days) break in service from the childcare industry.

-Please also ensure that satisfactory records checks are updated before the expiration date.

-Ensure that all therapists and other independent contractors have an updated records check on file, before being present at the center or home or ensure that the individual is supervised at all times by a staff member who has a comprehensive records check if they do not have a records check on file.

-Please ensure that staff with a national background check is always present with a staff member who has a comprehensive background check. Staff should never be by themselves.

591-1-1-.14 First Aid & CPR(CR)

Not Met

Finding

591-1-1-.14(1)(a) requires all Staff who provide direct care to children must obtain certification in a biennial training program in pediatric cardiopulmonary resuscitation (CPR) and a triennial training program in pediatric first aid within the first 45 days of employment. Current and valid evidence of the successful completion of such training shall be maintained on the Center's premises. The hours obtained completing this certification will not count towards the required annual training hours. It was determined based on a review of records that staff #21 hired on September 2, 2025, did not have evidence of having completed CPR and First Aid within the required 45 days.

POI (Plan of Improvement)

All caregiver Staff will complete the required training. The Director will send copies via email verification of completed CPR/First Aid certification to the Consultant upon completion and will develop a plan to ensure all caregiver Staff have completed this training within the first 45 days of employment and that evidence of successful completion of the training is on file available for inspection.

Correction Deadline: 12/6/2025

Technical Assistance

591-1-1-.33(1) - Discussed that all Employees, including volunteers, independent contractors, students-in-training, etc. should have a completed initial program orientation form on file.

Correction Deadline: 11/6/2025

Technical Assistance

591-1-1-.33(5)(b)1. - New - Discussed that effective July 1, 2025, all staff are required to obtain at least two hours in evidence based, developmentally appropriate language and literacy practices and at least two hours in on-going child development and health and safety related topics as part of their 10 hours of annual training.

Correction Deadline: 12/6/2025

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

Discussed that all lead staff must enroll in an approved education program within 6 months of hire and complete degree within 18 months.

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

Center observed to maintain appropriate staff:child ratios.

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

Adequate supervision observed on this date. Discussed the supervision rule during mealtimes which states: 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.

The following information is associated with a Complaint Investigation Visit:

Policies and Procedures**591-1-1-.29 Required Reporting****Met**

Correction Deadline: 5/17/2025

Corrected on 11/6/2025

.29(3) - The previous citation was corrected in that required reports have been submitted within 24 hours.