



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: 9/2/2025 **VisitType:** Monitoring Visit

Arrival: 10:15 AM **Departure:** 3:00 PM

CCLC-50331

Helping Hands Learning Center

2115 Windsor Spring Road, Suite 24 Augusta, GA 30906
Richmond County
(706) 748-7599

Regional Consultant

April Christian

Phone: ()

Fax:

april.christian@decal.ga.gov

Joint with: Christina Jennings

Mailing Address

Same

Quality Rated: ★

<u>Compliance Zone Designation</u>		
09/02/2025	Monitoring Visit	Deficient
04/21/2025	Incident Investigation Closure	Good Standing
03/18/2025	Licensing Study	Support

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

Building	Room	Age Group	Staff	Children	NC/C	Max 35 SF.	35 SF. Comp.	Max 25 SF.	25 SF. Comp.	Notes
Main	Room A	Infants	2	9	C	19	C	NA	NA	Feeding
Main	Room B	One Year Olds	2	15	C	21	C	NA	NA	Circle Time
Main	Room C	Two Year Olds	2	17	C	21	C	NA	NA	Centers
		Total Capacity @35 sq. ft.: 39			Total Capacity @25 sq. ft.: 0		Building @35 capacity limited by Playground Limitations			
Suite 16	Left Classroom		0	0	C	21	C	NA	NA	
Suite 16	Right Classroom	Four Year Olds	2	19	C	21	C	NA	NA	Free Play
		Total Capacity @35 sq. ft.: 40			Total Capacity @25 sq. ft.: 0		Building @35 capacity limited by Fire Marshall Limitations			
Total # Children this Date: 60		Total Capacity @35 sq. ft.: 79			Total Capacity @25 sq. ft.: 0					

Building	Playground	Playground Occupancy	Playground Compliance
Main	Playground A	13	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
9	18	21	12	12	0	9

Comments

The findings of this report were reviewed with the Director on this date. All Core Rules or Follow-up to previous rule violations were observed on this date.

Plan of Improvement: To Be Submitted 09/16/2025

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.decgal.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 userid 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@decgal.ga.gov for more information. Free technical assistance is available!



Summary Report

Date: 9/2/2025 VisitType: Monitoring Visit

Arrival: 10:15 AM Departure: 3:00 PM

CCLC-50331

Helping Hands Learning Center

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The following information is associated with a Monitoring Visit:

Activities and Equipment

591-1-1-.03 Activities

Met

Correction Deadline: 10/2/2025

Corrected on 9/2/2025

.03(2) - The previous citation observed to be corrected in that the Consultant observed appropriate instruction practices and learning equipment in classroom Suite 16 - Left and classroom Suite 16- Right on this date. Classroom Suite 16-Left was not in use on the date of the visit.

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

Met

Comment

Discussed adding equipment and toys to enhance variety ensuring children have access to toys and equipment throughout the day.

591-1-1-.35 Swimming Pools & Water-related Activities(CR)

N/A

Comment

Center does not provide swimming activities.

Facility

591-1-1-.06 Bathrooms

Met

Comment

Bathrooms observed to be clean and well maintained.

591-1-1-.19 License Capacity(CR)

Met

Correction Deadline: 3/19/2025

Corrected on 9/2/2025

.19(1) - Previous citation observed to be corrected in that the Consultant observed the Center to have maintained the Center's appropriate licensing capacity on this date.

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

Not Met

Technical Assistance

591-1-1-.25(13) -The Consultant and Director discussed ensuring that potentially hazardous equipment, materials, and supplies are not accessible to children on this date.

Correction Deadline: 9/2/2025

Finding

591-1-1-.25(8) requires protective caps on all unused electrical outlets within children's reach and requires that electrical outlets in use be made inaccessible to children. It was determined based on observation that there were uncovered electrical outlets accessible to children in the following classrooms:

Suite 16-Left
Suite 16-Right

Correction Deadline: 10/2/2025

Recited on 9/2/2025

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

Not Met

Finding

591-1-1-.26(4) requires that playgrounds be protected from traffic or other hazards by a (4) four foot high fence or other barrier approved by this Department. Fencing material shall not present a hazard to children and shall be maintained so as to prevent children from leaving the playground area by any means other than through an approved access route. Fence gates shall be kept closed except when persons are entering or exiting the area. It was determined based on observation that the black fencing that provided a barrier between the play area and electrical boxes located on the front wall of the playground was unsecured and leaning backward.

Correction Deadline: 10/2/2025

Recited on 9/2/2025

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 there was less than one inch of resilient surfacing under the blue slide on Playground A when three inches was required.

Correction Deadline: 10/2/2025

Recited on 9/2/2025

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 following hazards were accessible to children:

Playground B

- There was a wasp's nest at the front right above the playground exit door.
 - There was a mop located on the left side of the main door entrance and exit door of the playground. .
 - There was a cracked blue bat causing sharp edges.
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Correction Deadline: 10/2/2025

Recited on 9/2/2025

Health and Hygiene

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

Met

Comment

Hand washing requirements for diapering were discussed with the director on this date.

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

Met

Comment

The Consultant and Provider discussed ensuring that the diaper changing surface is smooth and nonporous as required.

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

N/A

Comment

The Provider currently does not dispense/administer medication.

Safety

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

Met

Comment

Age-appropriate discussion and/or redirection observed.

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

N/A

Comment

Center does not provide routine transportation.

Sleeping & Resting Equipment

591-1-1-.30 Safe Sleeping and Resting Requirements(CR)

Not Met

Finding

591-1-1-.30(1)(a)3 requires that each crib shall have only an individual, tight- fitting sheet which is changed daily or more often as needed and prior to a change of occupant. It was determined based on observation that eight out of thirteen crib sheets were not tight fitting as required.

Correction Deadline: 10/2/2025

Recited on 9/2/2025

Correction Deadline: 9/26/2025

Corrected on 9/2/2025

.30(1)(b)1 - The previous citation was observed to be corrected in that the citation was cited under the wrong rule.

Finding

591-1-1-.30(2)(c) requires that infants shall not sleep in equipment other than safety- approved cribs, such as, but not limited to, a car safety seat, bouncy seat, highchair, or swing. Infants who arrive at the Center asleep or fall asleep in such equipment, on the floor or elsewhere, shall be transferred to a safety- approved crib. It was determined based on observation that there was a sleeping infant in a bouncy seat and was not immediately transferred to a safety approved crib in Main Room A.

Correction Deadline: 10/2/2025

Recited on 9/2/2025

Finding

591-1-1-.30(4). requires that if cots and mats are stored in the children's activity room or area, they shall be stored to prevent children's access to them and to allow maximum use of play space. When storage is available and used for the storage of cots and mats that allows the cots, mats and any bedding to be stored without touching any other cots, mats or bedding, the bedding may be left on the cot or mat. When such storage is not available for the cots and mats, each child's bedding shall be kept separate from other children's bedding and stored in containers marked for individual use, such as, but not limited to, bins, cubbies, or bags. It was determined based on observation that 23 out of 23 cots were stacked and accessible to children with the children's bedding stored on the cots and not kept separate from other children's bedding as required in the back right corner in Suite 16 Right on this day.

Staff Records

Records Reviewed: 10

Records with Missing/Incomplete Components: 4

Staff # 1

Not Met

Date of Hire: 12/10/2019

"Missing/Incomplete Components"

.33(4)-Food Prep Training Missing 4 hrs.

Staff # 2

Not Met

Date of Hire: 10/01/2020

"Missing/Incomplete Components"

.09-Criminal Records Check Missing

Staff # 4

Not Met

Date of Hire: 02/08/2021

"Missing/Incomplete Components"

.33(4)-Food Prep Training Missing 4 hrs.

Staff # 10

Not Met

Date of Hire: 07/20/2020

"Missing/Incomplete Components"

.09-Criminal Records Check Missing

591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)**Not Met****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 upon a review of records that Staff #2 and Staff #10 did not have a valid and current satisfactory Comprehensive Records Check Determination letter on this date.

Correction Deadline: 9/2/2025**Finding**

591-1-1-.09(1)(l)3. requires the Center to immediately require a new Comprehensive Records Check Determination for a Director, Employee or Provisional Employee at least once every five years. It was determined based upon a review of records that Staff #2 had a Comprehensive Records Check Determination that had expired on August 19, 2025 and had not completed the finger printing process every five years as required. It was further determined that Staff #10 had a Comprehensive Records Check Determination that had expired on July 16, 2025 and had not completed the finger printing process every five years as required.

Correction Deadline: 9/2/2025

591-1-1-.14 First Aid & CPR(CR)	Met
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Correction Deadline: 4/26/2025

Corrected on 9/2/2025

.14(2) - Previous citation observed to be corrected in that the Consultant observed evidence of Staff #2 and Staff #5 to have obtained CPR and first aid certification on this date.

591-1-1-.33 Staff Training	Not Met
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Correction Deadline: 4/17/2025

Corrected on 9/2/2025

.33(3)(a)-(k) - This previous citation was corrected on this date in that Staff #6 and Staff #10 provided evidence of Health and Safety Orientation Training on this day.

Finding

591-1-1-.33(4) requires within the first year of employment, the Director and person with primary responsibility for food preparation shall have four clock hours of training in food nutrition planning, preparation, serving, proper dish washing and food storage. It was determined based on a review of records that Staff #1, hired on December 10, 2019 and Staff #4, hired on February 8, 2021, did not have evidence of four clock hours of training in food nutrition planning, preparation, serving, proper dish washing and food storage as required.

Correction Deadline: 10/2/2025

Recited on 9/2/2025

Defer

591-1-1-.33(5)-Deferred to the next licensing study in 2026 to review 2025 annual training.

Correction Deadline: 12/31/2025

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

Met

Comment

Staff observed to be compliant with applicable laws and regulations.

Staffing and Supervision

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

Met

Correction Deadline: 3/18/2025

Corrected on 9/2/2025

.32(1) - The previous citation was corrected in that the Consultant observed that Classroom B has Staff: Child ratio of 2:15 and Classroom C had a Staff:Child ratio of 2:17 on this date.

Correction Deadline: 10/2/2025

Corrected on 9/2/2025

.32(2) - The previous citation was corrected in that the Consultant observed Staff:child Ratio was 2:19 on this day.

Correction Deadline: 4/21/2025

Corrected on 9/2/2025

.32(4) - This previous citation observed to be corrected in that the Consultant observed children 3 years of age to be housed with children of the same age on this date.

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

Met

Correction Deadline: 3/18/2025

Corrected on 9/2/2025

.32(7) - The previous citation was corrected on this date. The Director was available to open the door upon our arrival.