



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: 8/27/2025 **VisitType:** Complaint Investigation Follow Up **Arrival:** 9:30 AM **Departure:** 6:00 PM

CCLC-62656

Creme de la Creme Sugarloaf

2349 Meadow Church Road Duluth, GA 30097 Gwinnett County
 (678) 389-4403 snicholson@cremedelacreme.com

Special Investigations Unit Sr. Specialist

Brittany Mathews

Phone: (229) 317-9647

Fax: (229) 317-9646

brittany.mathews@decal.ga.gov

Mailing Address

Same

Quality Rated: No

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.
08/27/2025	Complaint Investigation Follow Up	Good Standing	
08/21/2025	Incident Investigation Closure	Good Standing	
08/21/2025	Incident Investigation/Monitoring Visit	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 - Creme Prep (4-5yrs)	Four Year Olds	1	15	C	22	C	NA	NA	Lunch,Story
Main	B - Coconut Theatre		0	0	C	13	C	NA	NA	
Main	C - Toddler Club C	Two Year Olds	1	8	C	19	C	NA	NA	Nap
Main	D - Pouponniere-Infant B	Infants and One Year Olds	1	4	C	12	C	NA	NA	Nap
Main	D - Pouponniere-Infant C		0	0	C	12	C	NA	NA	
Main	E - Pouponniere-Infant 1		0	0	C	19	C	NA	NA	
Main	F - Toddler Club A	One Year Olds and Two Year Olds	1	7	C	18	C	NA	NA	Nap
Main	G - Toddler Club D	Two Year Olds	2	10	C	13	C	NA	NA	Nap,Art
Main	H - Library		0	0	C	13	C	NA	NA	
Main	I - Math and Science		0	0	C	10	C	NA	NA	
Main	J - Music		0	0	C	12	C	NA	NA	
Main	K-Art		0	0	C	12	C	NA	NA	
Main	L-Computer Lab		0	0	C	11	C	NA	NA	
Main	M - KREM TV		0	0	C	21	C	NA	NA	
Main	N-Private Kindergarten/ School Age	Four Year Olds and Five Year Olds	1	10	C	33	C	NA	NA	Transitioning,Outside
Main	O-Gym	Four Year Olds	1	15	C	31	C	NA	NA	Nap

Main	Q- G2-2's	Two Year Olds	1	10	C	21	C	NA	NA	Transitioning, Nap
Main	R-G3-3's	Three Year Olds	2	16	C	25	C	NA	NA	Nap
Total Capacity @35 sq. ft.: 317					Total Capacity @25 sq. ft.: 0					
Total # Children this Date: 95		Total Capacity @35 sq. ft.: 317			Total Capacity @25 sq. ft.: 0					

Building	Playground	Playground Occupancy	Playground Compliance
Main	A- Tennis Court	29	C
Main	B- Basketball area	110	C
Main	C- Rabbit Run	274	C
Main	D- Tot Lot	52	C

Comments

8/27/2025: The purpose of the visit was to conduct a complaint investigation and to follow up on the previous visit.

Plan of Improvement: No Plan Developed

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@dec.al.ga.gov for more information. Free technical assistance is available!



**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

Summary Report

Date: 8/27/2025 **VisitType:** Complaint Investigation Follow Up **Arrival:** 9:30 AM **Departure:** 6:00 PM

CCLC-62656

Creme de la Creme Sugarloaf

2349 Meadow Church Road Duluth, GA 30097 Gwinnett County
(678) 389-4403 snicholson@cremedelacreme.com

Special Investigations Unit Sr. Specialist

Brittany Mathews

Phone: (229) 317-9647

Fax: (229) 317-9646

brittany.mathews@dec.al.ga.gov

Mailing Address

Same

The following information is associated with a CI FollowUp:

Staffing and Supervision

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

Met

Correction Deadline: 8/21/2025

Prior Visits: 08/21/2025

Corrected on 8/27/2025

.32(7) - The previous citation was associated with an investigation and the correction date has since passed.