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: 9/28/2026 **VisitType:** Monitoring Visit **Arrival:** 9:15 AM **Departure:** 11:45 AM

CCLC-62893
Primrose School of Gainesville
2171 Sandridge Court Gainesville, GA 30501 Hall County
(770) 297-9977

Regional Consultant
Brandi Mangino
Phone: (404) 548-4987
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brandi.mangino@decal.ga.gov

Mailing Address
Same

Quality Rated: No

Compliance Zone Designation		
09/28/2026	Monitoring Visit	Good Standing
06/04/2026	Licensing Study	Good Standing
01/28/2026	Incident Investigation Closure	Good Standing

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	1: first left	One Year Olds	2	6	C	14	C	NA	NA	Breakfast
Main	2: 2nd Left	Two Year Olds	3	12	C	18	C	NA	NA	Transitioning
Main	3A: 3rd Left Front	Two Year Olds	3	13	C	22	C	NA	NA	Circle Time
Main	3B: 3rd Left rear	Three Year Olds	2	13	C	22	C	NA	NA	Centers
Main	4A: 4th Left front	Three Year Olds and Four Year Olds	2	8	C	23	C	NA	NA	Centers
Main	4B: 4th Left rear	Three Year Olds and Four Year Olds and Five Year Olds	2	12	C	22	C	NA	NA	Centers
Main	5: 5th Left		0	0	C	20	C	NA	NA	
Main	6: 6th Left	One Year Olds	2	10	C	21	C	NA	NA	Free Play
Main	8: 2nd Right	Infants and One Year Olds	2	6	C	11	C	NA	NA	Breakfast,Nap
Main	9: 1st Right	Infants	2	5	C	10	C	NA	NA	Feeding,Nap,Floor Play
		Total Capacity @35 sq. ft.: 183				Total Capacity @25 sq. ft.: 0				
Total # Children this Date: 85		Total Capacity @35 sq. ft.: 183				Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	1st Left	59	C
Main	2nd Left	87	C
Main	Rear and Right Rear	109	C
Main	Right Front	11	C
Main	Right Front and Side Patch	10	C

Enrolled Children

Infant (0-12 months)	Toddler (1-2 yrs)	Preschool (3-5yrs/full time care)	School Age (before/after care only)	GA PreK only	Summer Only
9	54	34	10	0	0

Comments
The purpose of the visit was a Monitoring Visit.

Plan of Improvement: Developed This Date

CCLC Indicator Manual

For additional information regarding any licensing topics discussed during this visit, please consult the Rules and Regulations Indicator Manual. This manual provides comprehensive clarification of each rule, including evaluation indicators, related best practices, and relevant considerations to support your program's continued and sustained compliance.

To access the Indicator Manual, please scan the QR code below or visit our website at https://www.decal.ga.gov/CCS/RulesAndRegulations.aspx.

Compliance at a Glance

For additional information regarding the full compliance inspection results of this program or any licensed program in the state, access the Child Care Services Compliance-at-a Glance website by scanning this QR code or visiting: https://families.decal.ga.gov.

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

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Summary Report

Date: 9/28/2026 **VisitType:** Monitoring Visit **Arrival:** 9:15 AM **Departure:** 11:45 AM

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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 on this date.

591-1-1-.35 Swimming Pools & Water-related Activities(CR) **N/A**

Comment
Center does not provide swimming activities.

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) **Technical Assistance**

Technical Assistance
Consultant discussed keeping brooms and dust pans inaccessible to children in care.

Correction Deadline: 10/28/2026

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

Comment
Discussed maintenance of resilient surface. Please fluff and redistribute.

Food Service

591-1-1-.15 Food Service & Nutrition **Technical Assistance**

Technical Assistance
Consultant discussed for infants food sizes should be peas size and toddlers cheerio size.

Correction Deadline: 9/28/2026

Health and Hygiene

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

Comment
Proper diapering procedures observed.

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

Comment
Proper hand washing observed throughout the center on this date.

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) **Not Met**

Technical Assistance
Consultant discussed pulling the new transportation form from the website and the date must be listed daily at the bottom of the form.

Correction Deadline: 10/3/2026

Finding
591-1-1-.36(7)(c)3. requires that the driver or other designated person document in writing the date and time of arrival and departure each time the vehicle departs from the Center, is loaded or unloaded at each school and when the vehicle returns to the Center; each time the vehicle departs from the Center, arrives at the location where any child is picked up or dropped off and when the vehicle returns to the Center; each time the vehicle leaves the Center, arrives at a field trip destination, leaves a field trip destination, and returns to the Center. It was determined based on a review of records that one September 18, 2026, a return time was not listed when the bus returned from Mt. Vernon Elementary.

POI (Plan of Improvement)
The Center will ensure that each date and time of arrival and departure is documented by the driver or designated person with training, review and monitoring.

Correction Deadline: 9/29/2026

Sleeping & Resting Equipment

591-1-1-.30 Safe Sleeping and Resting Requirements(CR) **Not Met**

Comment
Discussed SIDS and infant sleeping position.

Comment
The correct number of mats, sheets and blankets were observed on this date. Cleaning and disinfecting of mats was discussed with the director on this date.

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 in Room 9 two sound machines were attached a crib with a sleeping infant.

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: 9/28/2026

Staff Records

Records Reviewed: 29 **Records with Missing/Incomplete Components: 1**

Staff # 4 Not Met

Date of Hire: 05/27/2026

"Missing/Incomplete Components"

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

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 a review of records that one staff member hired in September 2026, did not have an application on file for a new background check.

POI (Plan of Improvement)
IMMEDIATE CORRECTION - The Center will submit for a current background check 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 monitor decal koala to ensure the CRC rules are maintained.

Correction Deadline: 9/28/2026

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 a review of records that a staff member started on September 11, 2026, and did not have a current background check on file.

POI (Plan of Improvement)
IMMEDIATE CORRECTION - The Center will complate a background check 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 monitor decal koala to ensure the CRC rules are maintained.

Correction Deadline: 9/28/2026

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 one staff member hired in May 2025 did not have first aid and CPR on file within 45 days of hire.

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: 9/28/2026

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**

Comment
Center observed to maintain appropriate staff:child ratios.

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 in Room 1 center staff were not seated within arm's length when 1-year-old children were eating in that staff walked over to the serving table to gather food.

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: 9/28/2026