



**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:** 2/25/2026 **VisitType:** Complaint Investigation Follow Up **Arrival:** 1:50 PM **Departure:** 5:15 PM

**CCLC-67012**

**The Learning Experience**

1845 Chambers Road Hampton, GA 30228 Henry County  
(678) 272-0500

Special Investigations Unit Specialist

Brittany Cook

Phone: (706) 434-4412

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brittany.cook@dec.al.ga.gov

**Mailing Address**

Same

**Quality Rated:** No

| <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.<br><br><b>Good Standing</b> - Program is demonstrating an acceptable level of performance in meeting the rules.<br><b>Support</b> - Program performance is demonstrating a need for improvement in meeting rules.<br><b>Deficient</b> - Program is not demonstrating an acceptable level of performance in meeting the rules. |
|------------------------------------|-----------------------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 02/25/2026                         | Complaint Investigation Follow Up | Good Standing |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 01/07/2026                         | Monitoring Visit                  | Good Standing |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 08/14/2025                         | Initial Licensing Study           | Good Standing |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

**Ratios/License Capacity**

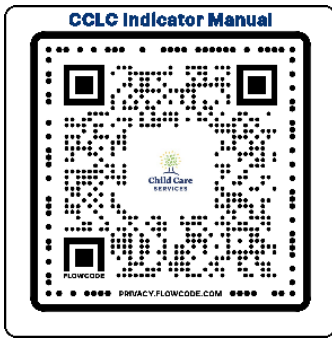
| Building                        | Room                               | Age Group                         | Staff                         | Children | NC/C | Max 35 SF. | 35 SF. Comp. | Max 25 SF. | 25 SF. Comp. | Notes             |
|---------------------------------|------------------------------------|-----------------------------------|-------------------------------|----------|------|------------|--------------|------------|--------------|-------------------|
| main building                   | 1L RM 105 toddler A 1 year old     | Two Year Olds                     | 1                             | 10       | C    | 17         | C            | NA         | NA           | Nap               |
| main building                   | 1R Rm 133 infants                  | Infants and One Year Olds         | 1                             | 4        | C    | 14         | C            | NA         | NA           | Floor Play,Nap    |
| main building                   | 2L Rm 108 prepper 2 year olds      | One Year Olds                     | 1                             | 5        | C    | 12         | C            | NA         | NA           | Nap,Transitioning |
| main building                   | 3L Rm 110 Twaddler 2 year old      | One Year Olds                     | 1                             | 7        | C    | 12         | C            | NA         | NA           | Transitioning,Nap |
| main building                   | 4L RM 112 Toddler B 1 year old     | Two Year Olds                     | 1                             | 12       | NC   | 17         | C            | NA         | NA           | Nap               |
| main building                   | 5L Rm 114 Pre school 1A 3 year old | Four Year Olds and Five Year Olds | 1                             | 14       | C    | 16         | C            | NA         | NA           | Nap               |
| main building                   | 6R RM 116 preschool 2 4 year old   | Three Year Olds                   | 1                             | 10       | C    | 20         | C            | NA         | NA           | Nap               |
| Total Capacity @35 sq. ft.: 108 |                                    |                                   | Total Capacity @25 sq. ft.: 0 |          |      |            |              |            |              |                   |
| Total # Children this Date: 62  |                                    |                                   | Total Capacity @25 sq. ft.: 0 |          |      |            |              |            |              |                   |

| Building      | Playground   | Playground Occupancy | Playground Compliance |
|---------------|--------------|----------------------|-----------------------|
| main building | Playground A | 19                   | C                     |
| main building | Playground B | 39                   | C                     |

### Comments

The investigation was not concluded on this date. The follow up visit was completed with the Director and Owner. The Consultant provided technical assistance to the Director with Decal Koala.

Plan of Improvement: Developed This Date



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>.

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

You have received permission to operate and the form received with this report is intended to serve as a temporary license which is **valid for thirty(30) days**. Your actual license/ will be emailed to you upon receipt of the licensing fee. You may pay the licensing fee either online at <http://www.decal.ga.gov/> or by certified check or money order mailed to: Bright from the Start, 2 Martin Luther King Jr. Drive SE, Suite 670 East Tower, Atlanta, GA 30334

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.

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### 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](http://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.

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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](mailto:qualityrated@dec.al.ga.gov) for more information. Free technical assistance is available!**



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Summary Report

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The following information is associated with a Complaint Investigation Follow Up:

Staff Records

591-1-1-.33 Staff Training

Met

Correction Deadline: 2/6/2026

Corrected on 2/25/2026

.33(3)(a)-(k) - The previous citation was observed corrected on this date. The Consultant reviewed records of completed health and safety training for staff members #11 and #15. The Director stated that staff members #1, #8, and #19 were no longer employed.

Staffing and Supervision

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

Not Met

Finding

591-1-1-.32(1) requires the Center to maintain the required Staff:child ratios as follows: under 1 year or under 18 months if not walking = 1:6; 1 year and walking = 1:8; 2 years = 1:10; 3 years = 1:15; 4 years = 1:18; 5 years = 1:20; and 6 years and older = 1:25. A Center must establish groupings of children for care with maximum group sizes as follows: under 1 year = 12; under 18 months/not walking = 12; 1 year and walking = 16; 2 years = 20; 3 years = 30; 4 years = 36; 5 years = 40; and 6 years and older = 50. It was determined based on observation that there was a staff-to-child ratio of one staff to twelve 2-year-old children in the main building 4L RM 112 Toddler B 1 year old classroom during nap time when two staff members were required.

POI (Plan of Improvement)

The Center will hire additional Staff or reschedule current Staff to meet required Staff:child ratios and will organize children into groups that meet requirements.

Correction Deadline: 2/25/2026

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

Met

Correction Deadline: 1/7/2026

Corrected on 2/25/2026

.32(7) - The previous citation was observed corrected on this date. The Consultant observed adequate supervision in all classrooms.