



**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:** 4/23/2025 **VisitType:** Licensing Study

**Arrival:** 10:00 AM **Departure:** 4:30 PM

**CCLC-32037**

**Primrose School of Suwanee West**

800 Peachtree Industrial Blvd. Suwanee, GA 30024 Gwinnett County  
 (770) 932-3900 jwokas@primrosesuwaneeest.com

Regional Consultant

Francine Arnone

Phone: ()

Fax:

francine.arnone@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.                                                                                         |
|------------------------------------|-----------------------------------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 04/23/2025                         | Licensing Study                   | Support       |                                                                                                                                                                                                                                                                                                                        |
| 02/06/2025                         | Complaint Closure                 | Good Standing |                                                                                                                                                                                                                                                                                                                        |
| 09/11/2024                         | Complaint Investigation Follow Up | Good Standing |                                                                                                                                                                                                                                                                                                                        |
|                                    |                                   |               | <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. |

**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-1R-Infants-1 year        | Infants                            | 3     | 6        | C    | 10         | C            | NA         | NA           | Floor Play,Nap |
| Main     | B-2R-Infants               |                                    | 0     | 0        | C    | 11         | C            | NA         | NA           | Not In Use     |
| Main     | C-1L-1 year olds           | Two Year Olds                      | 2     | 8        | C    | 13         | C            | NA         | NA           | Outside        |
| Main     | D-2L- 2 years              | Two Year Olds                      | 2     | 8        | C    | 18         | C            | NA         | NA           | Centers        |
| Main     | E-3L- 3 years              | Three Year Olds                    | 2     | 13       | C    | 23         | C            | NA         | NA           | Centers        |
| Main     | F-4L- 3 years              | Four Year Olds                     | 2     | 12       | C    | 22         | C            | 31         | C            | Centers        |
| Main     | G-4R- 4 years              | Three Year Olds and Four Year Olds | 1     | 8        | C    | 22         | C            | 31         | C            | Circle Time    |
| Main     | H-3R- 4 years              | Five Year Olds                     | 1     | 5        | C    | 23         | C            | 32         | C            | Centers        |
| Main     | I-rt wing front- 4-5 years | GA PreK                            | 2     | 20       | C    | 21         | C            | 29         | C            | Centers        |
| Main     | J-right wing rear- 4 years | GA PreK                            | 2     | 19       | C    | 22         | C            | 31         | C            | Centers        |

Total Capacity @35 sq. ft.: 185

Total Capacity @25 sq. ft.: 185

Total # Children this Date: 99

Total Capacity @35 sq. ft.: 185

Total Capacity @25 sq. ft.: 185

| Building | Playground                       | Playground Occupancy | Playground Compliance |
|----------|----------------------------------|----------------------|-----------------------|
| Main     | A-left front playground          | 48                   | C                     |
| Main     | B-left rear playground           | 49                   | C                     |
| Main     | C- right playground              | 86                   | C                     |
| Main     | D-center front infant playground | 6                    | C                     |

| <b>Enrolled Children</b> |                |                |                |                |                           |                          |
|--------------------------|----------------|----------------|----------------|----------------|---------------------------|--------------------------|
| <b>Under 1 years</b>     | <b>1 years</b> | <b>2 years</b> | <b>3 years</b> | <b>4 years</b> | <b>5 years (Prekonly)</b> | <b>5 years and older</b> |
| 6                        | 11             | 14             | 27             | 40             | 5                         | 15                       |

#### **Comments**

A copy of this report was provided to the Center on this day. A 1-day letter was attached to this report and an Affidavit was emailed to the Center Director on this date.

Plan of Improvement: To Be Submitted 05/07/2025

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.dec.al.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](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.

---

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:**

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 CAPS/ QR Provisional Status, allowing for scholarships while working toward an initial star rating. Provisional Status eligibility will be determined at the time of CAPS enrollment as part of the CAPS application process.

**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!**



**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

**(Findings Report)**

**Date:** 4/23/2025 **VisitType:** Licensing Study

**Arrival:** 10:00 AM **Departure:** 4:30 PM

**CCLC-32037**

**Primrose School of Suwanee West**

800 Peachtree Industrial Blvd. Suwanee, GA 30024 Gwinnett  
County  
(770) 932-3900 jwokas@primrosesuwaneeest.com

Regional Consultant

Francine Arnone

Phone: ()

Fax:

francine.arnone@decal.ga.gov

**Mailing Address**

Same

The following information is associated with a Licensing Study:

**Activities and Equipment**

**Records Reviewed: 15**

**Records with Missing/Incomplete Components: 5**

Staff # 3

Not Met

Date of Hire: 01/23/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9

Not Met

Date of Hire: 06/13/2019

"Missing/Incomplete Components"

.09-Criminal Records Check Missing,.33(5)-10 Hrs. Annual Training

Staff # 11

Not Met

Date of Hire: 10/30/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 14

Not Met

Date of Hire: 08/08/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 15

Not Met

Date of Hire: 05/02/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

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

**Met**

**Comment**

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

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

N/A

**Comment**

Center does not provide swimming activities.

**Facility****Records Reviewed: 15****Records with Missing/Incomplete Components: 5**

Staff # 3

Not Met

Date of Hire: 01/23/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9

Not Met

Date of Hire: 06/13/2019

"Missing/Incomplete Components"

.09-Criminal Records Check Missing,.33(5)-10 Hrs. Annual Training

Staff # 11

Not Met

Date of Hire: 10/30/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 14

Not Met

Date of Hire: 08/08/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 15

Not Met

Date of Hire: 05/02/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

**591-1-1-.06 Bathrooms****Met****Correction Deadline: 6/14/2024****Corrected on 4/23/2025****.06(4) -The previous citation was observed to be corrected on this date. Classrooms D-2L-2years, G-4R-4 years, I-right and I-right wing front 4-5 years, and J-right wing rear-4 years restroom ventilation was observed to be operating properly.****591-1-1-.19 License Capacity(CR)****Met****Comment**

Licensed capacity observed to be routinely met by center.

**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 the following hazardous items were observed to be accessible to the children present for care during the visit:

- Classroom D-2L-2 years a broom was observed to be propped up against the cabinets on the left side of the classroom, a tube of Desitin Diaper Cream, a tub of Triple Butt Paste, and a tube of Lotrimin Cream were observed to be on the floor of the bathroom in a ziplock bag.

- Classroom E: 3L-3 years - A broom was observed to be accessible to children as it was propped up against the garbage pail.

- Classroom G: 4R-4 years - A bottle of cleaning product and a can of room deodorizer spray were observed to be in an unlocked cabinet on the left side of the classroom.

- Classroom I-rt wing front - 4-5 years - A broom was observed to be propped up against the wall next to the sink. All items were observed to read "Keep out of Reach of Children"

-----  
-----  
-----  
-----  
-----  
-----  
-----  
**Correction Deadline: 4/23/2025**

**Recited on 4/23/2025**

**591-1-1-.26 Playgrounds(CR)****Technical Assistance****Technical Assistance**

591-1-1-.26(4) - Please ensure the gate to the playgrounds are closed at all times so as not to cause a hazard for children.

**Correction Deadline: 4/23/2025**

**Health and Hygiene****Records Reviewed: 15****Records with Missing/Incomplete Components: 5**

Staff # 3

Not Met

Date of Hire: 01/23/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9

Not Met

Date of Hire: 06/13/2019

"Missing/Incomplete Components"

.09-Criminal Records Check Missing,.33(5)-10 Hrs. Annual Training

Staff # 11

Not Met

Date of Hire: 10/30/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 14

Not Met

Date of Hire: 08/08/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 15

Not Met

Date of Hire: 05/02/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

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

Staff state proper knowledge of diapering procedures.

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

Proper hand washing observed throughout the center.

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

Documentation for medication dispensing observed complete.

**Safety**

Staff # 3

Not Met

Date of Hire: 01/23/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9

Not Met

Date of Hire: 06/13/2019

"Missing/Incomplete Components"

.09-Criminal Records Check Missing,.33(5)-10 Hrs. Annual Training

Staff # 11

Not Met

Date of Hire: 10/30/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 14

Not Met

Date of Hire: 08/08/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 15

Not Met

Date of Hire: 05/02/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

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

**Comment**

Staff were observed to maintain a positive learning environment on this date.

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

**Correction Deadline: 5/31/2024**

**Corrected on 4/23/2025**

**.36(7)(c)2. -The previous citation was observed to be corrected on this date. The consultant observed staff to document the loading and unloading of children for transportation services.**

**Sleeping & Resting Equipment**

**Records Reviewed: 15**

**Records with Missing/Incomplete Components: 5**

Staff # 3

Not Met

Date of Hire: 01/23/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9

Not Met

Date of Hire: 06/13/2019

"Missing/Incomplete Components"

.09-Criminal Records Check Missing,.33(5)-10 Hrs. Annual Training

Staff # 11

Not Met

Date of Hire: 10/30/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 14

Not Met

Date of Hire: 08/08/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 15

Not Met

Date of Hire: 05/02/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

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

Pleasant naptime environment observed.

**Staff Records**

**Records Reviewed: 15**

**Records with Missing/Incomplete Components: 5**

Staff # 3

Not Met

Date of Hire: 01/23/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9

Not Met

Date of Hire: 06/13/2019

"Missing/Incomplete Components"

.09-Criminal Records Check Missing,.33(5)-10 Hrs. Annual Training

Staff # 11

Not Met

Date of Hire: 10/30/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 14

Not Met

Date of Hire: 08/08/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 15

Not Met

Date of Hire: 05/02/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

**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 review of records that staff member # 29, date of hire, June 13, 2019, did not submit a Records Check Application to the Department and Fingerprints to an authorized site. Staff #29's Comprehensive Records Check Determination letter expired on June 13, 2024.

-----

**Correction Deadline: 4/23/2025**

**Recited on 4/23/2025****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 review of the records that staff member #29, date of hire June 13, 2019, did not have evidence of a current satisfactory Comprehensive Records Check Determination on file. Staff #29's comprehensive records check determination letter expired on June 13, 2024.

-----

-----

-----

Correction Deadline: 4/23/2025

Recited on 4/23/2025

**591-1-1-.09 Criminal Records Check(CR)**

**Met**

**Comment**

Director provided 14 file(s) for employees hired since last visit.

**591-1-1-.33 Staff Training**

**Not Met**

**Finding**

91-1-1-.33(5) requires that every calendar year after the first year of employment, all supervisory and caregiver Personnel, except independent contractors, Students-in-Training and volunteers shall attend ten (10) clock hours of diverse training which is task-focused in on-going health, safety and early childhood or child development related topics and which is offered by an accredited college, university or vocational program or other Department-approved source. The annual ten (10) clock hours of training shall be chosen from the following fields: child development, including discipline, guidance, nutrition, injury control and safety; health, including sanitation, disease control, cleanliness, detection and disposition of illness; child abuse and neglect, including identification and reporting, and meeting the needs of abused and/or neglected children; and business related topics, including parental communication, recordkeeping, etc.; provided however that such business related training shall be limited to no more than two (2) of the required ten (10) clock hours of training. Records of completion of such training shall be maintained, as required by these rules. It was determined based on a review of records that staff # 5, date of hire January 18, 2023, staff #22, date of hire October 30, 2023, staff # 26, date of hire, May 8, 2023 and staff #28, date of hire June 13, 2019 did not complete the required 10 hours of annual training for the year 2024.

Correction Deadline: 4/30/2025

Recited on 4/23/2025

**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.

Correction Deadline: 5/30/2024

Corrected on 4/23/2025

.31(2)(c) -The previous citation was observed corrected on this date. The Consultant observed all lead teachers to have their required credentials on file.

**Staffing and Supervision**

**Records Reviewed: 15**

**Records with Missing/Incomplete Components: 5**

Staff # 3

Not Met

Date of Hire: 01/23/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9

Not Met

---

Date of Hire: 06/13/2019"Missing/Incomplete Components"

.09-Criminal Records Check Missing,.33(5)-10 Hrs. Annual Training

Staff # 11

Not Met

Date of Hire: 10/30/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 14

Not Met

Date of Hire: 08/08/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 15

Not Met

Date of Hire: 05/02/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

---

**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.