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: 9/21/2026 **VisitType:** Complaint Investigation & Licensing Study **Arrival:** 8:40 AM **Departure:** 3:00 PM

CCLC-2211
Towne Square Academy
480 Racetrack Rd. McDonough, GA 30252 Henry County
(770) 914-0093

Regional Consultant
Dyneshia Lynn
Phone: (678) 766-6165
Fax:
dyneshia.lynn@decal.ga.gov

Mailing Address
Same

Quality Rated: ★ ★

Compliance Zone Designation		
09/21/2026	Complaint Investigation & Licensing Study	Support
05/05/2026	Complaint Closure	Good Standing
04/28/2026	Complaint Investigation Follow Up	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	A/1	Infants	1	1	C	13	C	NA	NA	Nap
Main	B/2		0	0	C	14	C	NA	NA	Not In Use
Main	C/3	One Year Olds	1	5	C	16	C	NA	NA	Floor Play
Main	D/4		0	0	C	21	C	29	C	Not In Use
Main	E/5	Four Year Olds	2	13	C	20	C	NA	NA	Centers
Main	F/6	GA PreK	2	17	C	22	C	NA	NA	Transitioning,Centers,Circle Time
Main	G/7		0	0	C	14	C	NA	NA	Not In Use
Main	H/8		0	0	C	16	C	NA	NA	Not In Use
Main	I/9	Two Year Olds	2	10	C	19	C	NA	NA	Centers
Main	J/10	Three Year Olds	1	12	C	17	C	NA	NA	Centers
Main	K/School Age		0	0	C	20	C	28	C	Not In Use
		Total Capacity @35 sq. ft.: 192				Total Capacity @25 sq. ft.: 192				
Total # Children this Date: 58		Total Capacity @35 sq. ft.: 192				Total Capacity @25 sq. ft.: 192				

Building	Playground	Playground Occupancy	Playground Compliance
Main	Infant/Toddler Playground	13	C
Main	Left back playground	59	C
Main	Rear Left Playground	17	C
Main	Rear Playground	59	C

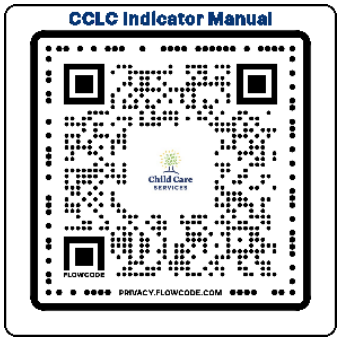
Enrolled Children					
Infant (0-12 months)	**Toddler (1-2 yrs)**	**Preschool (3-5yrs/full time care)**	**School Age (before/after care only)**	**GA PreK only**	**Summer Only**
4	18	30	30	18	0

Comments
The Consultant discussed the visit report with the Regional and Assistant Director on thus date.

A POI was left on this date

A 1 day CRC and CBC Affidavit was left on this date.

Plan of Improvement: To Be Submitted 10/05/2026



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.



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

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The following information is associated with a Licensing Study Visit:

Activities and Equipment

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

Correction Deadline: 5/15/2026

Corrected on 9/21/2026
The previous citation was observed corrected on this date. Classroom Main I/9 Two Year Olds had a variety of age appropriate play material accessible to children.

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

Comment
Pool not in use at this time, gates observed locked.

Children's Records

591-1-1-.08 Children's Records **Met**

Comment
Records were observed to be complete and well organized.

Facility

591-1-1-.06 Bathrooms **Met**

Comment
Bathrooms observed to be clean and well maintained.

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

Comment
Licensed capacity was observed to be routinely met by the center on this date.

591-1-1-.25 Physical Plant - Safe Environment(CR) **Not Met**

Finding
591-1-1-.25(3) requires the Center and surrounding premises to be kept clean, free of debris and in good repair. Hygienic measures such as, but not limited to, screened windows and proper waste disposal procedures shall be utilized to minimize the presence of rodents, flies, roaches and other vermin at the Center. It was determined based on observation that the following classroom had item in need of repair and posed a safety hazard that were accessible to children. Additionally, the kitchen right front side stove top was shattered which posed a fire safety hazard.

I/9 Two year olds
-Missing the back toilet lid on the right back side
- Exposed dry wall on the back left side wall near the back door

E/5 Four year olds
-Exposed screw on right top drawer

K/ School age
-Exposed screw on the middle drawer.

Correction Deadline: 10/17/2026

Recited on 9/21/2026

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 main left back playground had a 5-Inch gap on the bottom left front gate and a 6-inch gap on the back wooden fence that posed an entrapment hazard.

Correction Deadline: 10/10/2026

Recited on 9/21/2026

Correction Deadline: 2/28/2026

Corrected on 9/21/2026
The previous citation was observed corrected on this date. The resilient surface beneath the equipment and the fall zones had 3 inches of rubber mulch as required.

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 Playground Infant/ Toddler had a water hose accessible to children that posed a tripping hazard on this date.

Correction Deadline: 9/21/2026

Food Service

591-1-1-.15 Food Service & Nutrition **Met**

Comment
CACFP Meal Pattern Requirements effective October 1, 2017 will be implemented October 1, 2018: 3 Components for breakfast: Grains, Vegetables, Fruits or both, Milk
5 Components for lunch – Grains, Meat/Meat alternates, Fruits, Vegetable, and Milk OR Grains, Meat/Meat alternates, 2 different types of vegetables, and Milk
2 of 5 Components for snack

Provided Updated CACFP Infant Meal pattern and Child/Adult Meal pattern flyers.

The Crediting Handbook for the CACFP can be located on DECAL and USDA's website:
DECAL
http://decal.ga.gov/CACFP/Handbook.aspx
USDA
http://www.fns.usda.gov/cacfp/cacfp-handbooks

591-1-1-.18 Kitchen Operations **Met**

Comment
Kitchen appears clean and well organized on this date.

Health and Hygiene

591-1-1-.07 Children's Health **Not Met**

Finding
591-1-1-.07(5) requires Center Staff to not permit children to wear around their necks or attach to their clothing pacifiers or other hazardous items. It was determined based on observation that in classroom C/3 One year old a child had a pacifier clipped on their shirt which posed a safety hazard.

Correction Deadline: 9/21/2026

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

Comment
Staff stated proper knowledge of diapering procedures.

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.

Policies and Procedures

591-1-1-.21 Operational Policies & Procedures **Met**

Comment
Program observed complete emergency drills

591-1-1-.27 Posted Notices **Met**

Comment
Observed all required posted notices.

591-1-1-.29 Required Reporting **Met**

Comment
Discussed reporting requirements.

Safety

591-1-1-.05 Animals **N/A**

Comment
Center does not keep animals on premises.

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

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

591-1-1-.13 Field Trips(CR) **Met**

Comment
Center does not participate in field trips at this time.

591-1-1-.36 Transportation(CR) **Not Met**

Comment
Complete documentation of transportation observed on this date.

Comment
The vehicle had an approved fire extinguisher and first aid kit on this date.

Finding
591-1-1-.36(4)(b) requires that the interior of a transportation vehicle be clean, in safe repair and free of hazardous items, objects and/or other non-essential items which could cause injury. It was determined based on observation that the following vehicles are in need of repair:

Tag #CEX5854 Bus #9
- Back door could not open.
- Vent in third row

Tag #ABJ2032 Bus #1
- Second back door could not open.

Correction Deadline: 10/17/2026

Sleeping & Resting Equipment

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

Comment
Discussed SIDS and infant sleeping position.

Finding
591-1-1-.30(1)(b)1 requires that cots and mats are of sound construction and of sufficient size to accommodate comfortably the size and weight of the child; and that mats are in good repair, washable, covered with a waterproof material and at least two inches (2") thick. It was determined based on observation that 10 out of 20 blue mats in classroom main E/5 Four-Year olds were torn on the corners and posed a contamination hazard.

Correction Deadline: 10/17/2026

Recited on 9/21/2026

Staff Records

Staff # 2 Not Met

Date of Hire: 05/18/2026

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

Staff # 5 Not Met

Date of Hire: 03/17/2026

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

Staff # 7 Not Met

Date of Hire: 09/08/2026 Reminder - Health & Safety training is required within 90 calendar days of hired

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

Staff # 9 Not Met

Date of Hire: 10/23/2013

"Missing/Incomplete Components"

.09-Criminal Records Check Missing

Staff # 13 Not Met

Date of Hire: 02/15/2024

"Missing/Incomplete Components"

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

591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR) **Not Met**

Finding
591-1-1-.09(1.)(b) requires the Center to ensure that every Director 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 Director 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 records that Staff #9 did not have a current satisfactory Comprehensive Records Check Determination on file prior to being present at the Center.

Correction Deadline: 9/21/2026

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 on review of records that Staff #9 had an expired/closed background check on this date . .

Correction Deadline: 9/21/2026

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

Comment
Criminal records checks were observed to be complete.

591-1-1-.14 First Aid & CPR(CR) **Not Met**

Comment
Evidence observed of 50% of center Staff certified in First Aid and CPR.

Finding
Previously Cited: 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 Staff #13 date of hire February 15,2024 was present in classroom Main A/1 Infants and One Year Olds without evidence of a cardiopulmonary resuscitation (CPR) and pediatric first aid training certificate.

Correction Deadline: 10/2/2026

Recited on 9/21/2026

591-1-1-.24 Personnel Records **Met**

Correction Deadline: 9/21/2026

Corrected on 9/21/2026
The previous citation was observed corrected on this date. Staff #10 is no longer at the facility.

591-1-1-.33 Staff Training **Not Met**

Finding
591-1-1-.33(1) requires all Employees and Provisional Employees to receive Initial Center orientation prior to assignment to children or task. It was determined based on review of records that Staff #2 hire date May 18,2026, Staff #5 hire date March 17, 2026 and Staff #7 hire date September 9,2026 did not have evidence of orientation as required.

Correction Deadline: 9/21/2026

Recited on 9/21/2026

Defer
Will check at next regulatory visit for 2026 training hours.

Correction Deadline: 3/11/2026

Defer
Will check at next regulatory visit for 2026 training hours.

Correction Deadline: 3/11/2026

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) **Met**

Comment
Adequate supervision observed on this date.

The following information is associated with a Complaint Investigation Visit:

Activities and Equipment

591-1-1-.03 Activities **Met**

Correction Deadline: 5/5/2026

Corrected on 9/21/2026
The previous citation was observed corrected on this date. Classroom I/9 Two-year-old room were engaging in appropriate activities.