



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

Investigation Report

Date: 5/7/2026

VisitType: Complaint Investigation Closure from CI FollowUp on 03/30/2026

CCLC-67591

Razzles Kid Academy

4510 Lawrenceville Highway Loganville, GA 30052 Walton County
(770) 554-1601 twagner@eventuseducation.com

Special Investigations Unit Specialist

Brittany Cook

Phone: (706) 434-4412

Fax: (706) 434-7708

brittany.cook@dec.al.ga.gov

Mailing Address

Same

Quality Rated: ★ ★ ★

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.
05/07/2026	Complaint Closure	Support	
04/30/2026	Complaint Investigation & Licensing Study	Good Standing	
04/02/2026	Incident Investigation Closure	Good Standing	

Comments

The investigative findings were not concluded on this date. The investigation remains open pending additional information. Upon completion, the findings will be reviewed with the child care program and a final copy of the report will be sent.

Advisement of Potential for Repeated Rule Violations during Pending Investigations

This report shall serve as official notice of potential rule violations. These potential rule violations have been detailed in this report and discussed with you by the consultant. The department shall conduct a thorough investigation to determine if in fact the alleged rule violation(s) should or should not be substantiated. Please be aware that the investigation may take some time to be finalized to ensure fairness and accuracy. During this investigation period, any violations of an identical rule or rules will require the department to treat any and all substantiated rule violations identified in the investigation as repeated rule violation(s).

Further, from time to time the department discovers additional rule violations during the course of an investigation. If there are new rule violation(s), your consultant shall inform you of the violation(s) as soon as possible. However, as stated above, any violations of identical rule(s) will require the department to treat any and all additional rule violations identified in the investigation as repeated rule violations.

All rule violations found in relation to a complaint or incident investigation will be associated with the date the investigation was closed.



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 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)

I have read and understand the Rules and Regulations for Child Care Learning Centers, 591-1-1. I acknowledge that the items noted in this report have been discussed with me and I have agreed to a Plan of Improvement (POI) as indicated in this report. I understand that correction of these deficiencies, while required, will not necessarily prevent DECAL from taking adverse action against this facility. I understand that if I disagree with any of the deficiencies cited, I have the right to refute them on this report or any other form that I choose to send to Child Care Services.



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Summary Report

Date: 5/7/2026 VisitType: Complaint Investigation Closure Arrival: 11:35 AM Departure: 6:25 PM
from CI FollowUp on 03/30/2026

CCLC-67591

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The following information is associated with a Complaint Closure:

Health and Hygiene

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

Not Met

Finding Associated with Complaint

591-1-1-.17(2) requires that Personnel, to the extent possible, keep children clean, dry and comfortable. It was determined based on an investigation that a 5-year-old child was not kept clean, dry, and comfortable when they were left alone on a Center vehicle for over 2 hours. On March 25, 2026, the Center vehicle returned from a local Elementary school and unloaded an undetermined number of students at approximately 4:03 p.m. The vehicle was not physically checked by staff and was parked approximately 88 feet away from the front door in a grass area next to the playground. The 5-year-old child was not found until after the parents arrived to pick them up. The 5-year-old child was located on the vehicle crying and in distress around 6:20 p.m.

Correction Deadline: 5/7/2026

Safety

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

Not Met

Finding Associated with Complaint

591-1-1-.36(10) requires that a child never be left unattended in a vehicle. It was determined based on an investigation that a 5-year-old child was left alone on a Center vehicle for over 2 hours. On March 25, 2026, the Center vehicle returned from a local Elementary school and unloaded an undetermined number of students at approximately 4:03 p.m. The vehicle was not physically checked by staff and was parked approximately 88 feet away from the front door in a grass area next to the playground. The 5-year-old child was not found until after the parents arrived to pick them up where they were located on the vehicle, unattended, around 6:20 p.m.

Correction Deadline: 5/7/2026

Finding Associated with Complaint

591-1-1-.36(3)(a-b) requires any Center that provides any type of transportation to obtain two (2) hours of state-approved or state-accepted transportation training, biannually, for the Director and for each person responsible for or who participates in the transportation of children. The training shall include, but is not limited to, a review of the transportation rules, a review of approved transportation forms and procedures, and instruction on the usage and completion of the forms and procedures. This training may be counted as part of the annual training requirements for Staff. It was determined based on an investigation that Staff A did not have a current 2-hour transportation training record on file and who was responsible for first check of the vehicle on March 25, 2026.

Correction Deadline: 5/7/2026

Finding Associated with Complaint

591-1-1-.36(7)(c)2. requires that the driver or other designated person shall immediately document in writing, with a check or other mark/symbol to account for each child listed on the passenger transportation checklist each time a child enters and exits the vehicle. The driver or other designated staff person shall document in writing with a different mark/symbol to account for each child listed on the passenger transportation checklist who was not present on the vehicle for any reason. An explanation shall be documented in writing whenever a child is transported to a field trip site but is not present on the return trip to the Center. It was determined based on an investigation that Center staff failed to properly document the passenger transportation checklist on March 25, 2026. The PM route for Loganville Elementary (2) was missing a mark/symbol to account for children entering and exiting the vehicle for 13 out of 13 children.

Correction Deadline: 5/7/2026

Finding Associated with Complaint

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 an investigation that Center staff failed to properly document the departure and arrival times on the passenger transportation checklist on March 25, 2026, for the PM route of Loganville Elementary (2). Additionally, the time for a child on the PM route for Trinity Prep was documented inaccurately when one child was picked up at a different time on a second route to the school and not the indicated time on the first route.

Correction Deadline: 5/7/2026

Finding Associated with Complaint

591-1-1-.36(7)(d)1. requires that the first check be conducted immediately upon unloading the last child at any location including, but not limited to, a field trip destination, arrival at the Center, and the last stop during transportation to home or school. The responsible person on the vehicle shall physically walk through the entire vehicle; visually inspect all seat surfaces, under all seats and in all compartments or recesses in the vehicle's interior; sign the passenger transportation checklist (s), indicating all of the children have exited the vehicle; and give the passenger transportation checklist(s) to the second designated Staff person. It was determined based on an investigation that a 5-year-old child was left alone on a Center vehicle for over 2 hours when Center staff failed to physically check the vehicle after unloading. On March 25, 2026, the Center vehicle returned from a local Elementary school and unloaded an undetermined number of students at approximately 4:03 p.m. The person responsible for providing the first check did not enter and walk the vehicle and conduct a physical check of the vehicle. The vehicle was parked approximately 88 feet away from the front door in a grass area next to the playground. The 5-year-old child was not found until after the parents arrived to pick them up where they were located on the vehicle, unattended, around 6:20 p.m. The first check of the vehicle was not conducted nor signed off on the passenger transportation checklist as required.

Correction Deadline: 5/7/2026

Finding Associated with Complaint

591-1-1-.36(7)(d)2. requires that the second designated Staff person conduct a check of the vehicle immediately upon the completion of the first check of the vehicle. The responsible person shall physically walk through the entire vehicle; visually inspect all seat surfaces, under all seats and in all compartments or recesses in the vehicle's interior; and sign the passenger transportation checklist(s), indicating all of the children have exited the vehicle. There shall be continuous watchful oversight of the vehicle between the first check and second check. It was determined based on an investigation that a 5-year-old child was left alone on a Center vehicle for over 2 hours when Center staff failed to physically check the vehicle after unloading. On March 25, 2026, the Center vehicle returned from a local Elementary school and unloaded an undetermined number of students at approximately 4:03 p.m. The person responsible for providing the second check did not walk the vehicle and conduct a second physical check of the vehicle. The vehicle was parked approximately 88 feet away from the front door in a grass area next to the playground. The 5-year-old child was not found until after the parents arrived to pick them up where they were located on the vehicle, unattended, around 6:20 p.m. The second check of the vehicle was not conducted nor signed off on the passenger transportation checklist as required.

Correction Deadline: 5/7/2026

	Staff Records
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Finding Associated with Complaint

591-1-1-.14(2)(c) requires that during any field trip or transportation of children, there must always be a staff member present who has current evidence of the successful completion of pediatric cardiopulmonary resuscitation (CPR) and pediatric first aid. It was determined based on an investigation that that Driver #2 transported children alone on March 26, 2026, and did not have a current first aid and CPR training record on file as required.

Correction Deadline: 5/7/2026

Staffing and Supervision

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

Not Met

Finding Associated with Complaint

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 an investigation investigation that a 5-year-old child was left alone on a Center vehicle for over 2 hours. On March 25, 2026, the Center vehicle returned from a local Elementary school and unloaded an undetermined number of students at approximately 4:03 p.m. The vehicle was not physically checked by staff and was parked approximately 88 feet away from the front door in a grass area next to the playground. The 5-year-old child was not found until after the parents arrived to pick them up where they were located on the vehicle, unattended, around 6:20 p.m. None of the staff provided watchful oversight as required.

Correction Deadline: 5/7/2026