



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: 1/2/2026

VisitType: Complaint Investigation Closure from CI/LS on 01/02/2026

FR-24536

Neal, Sherlynn T

5002 HAMDEN COURT Evans, GA 30809 Columbia County
(706) 339-0127 sherry.neal47@comcast.net

Regional Consultant

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christina.jennings@dec.al.ga.gov

Mailing Address

Same

Quality Rated: No

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.
01/02/2026	Complaint Investigation & Licensing Study	Good Standing	
01/02/2026	Complaint Closure	Good Standing	
08/26/2025	Monitoring Visit	Good Standing	

Comments

The complaint investigation was closed on this date.

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 Family Child Care Learning Home, 290-2-3. 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: 1/2/2026 **VisitType:** Complaint Investigation Closure **Arrival:** 12:00 PM **Departure:** 2:30 PM
from CI/LS on 01/02/2026

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The following information is associated with a Complaint Closure:

Food Service

290-2-3-.10 Food Service & Nutrition

Not Met

Finding Associated with Complaint

290-2-3-.10(3)(c) requires age-appropriate solid foods (including cereal) not be given to infants or children less than one (1) year of age until recommended as developmentally appropriate by the child's primary care physician and indicated in writing by the Parent(s). As soon as the feeding plan indicates that a child is ready for solid foods, the child shall be fed from individual spoons and individual containers or dishes. A child shall not be fed directly from the original baby food container if the contents are to be fed to the child at more than one (1) meal or to more than one (1) child. It was determined based on an investigation that a staff member fed six enrolled children directly from the same food container during mealtimes and did not provide children with individual spoons and individual containers.

POI (Plan of Improvement)

The Home will ensure that age-appropriate solid foods are given only as recommended by the child's physician and upon written instruction by the Parent(s). The Provider will ensure a sufficient number of spoons and dishes/containers are available, ensure proper feeding practices and procedures are reviewed regularly and monitor to ensure procedures are followed.

Correction Deadline: 12/12/2025

Safety and Discipline

290-2-3-.11 Discipline(CR)

Not Met

Finding Associated with Complaint

290-2-3-.11(3)(a) prohibits a Provider or a Home's Provisional Employees or Employees from physically or sexually abusing a child, or engaging in or permitting others to engage in sexually overt conduct in the presence of any Child enrolled in the Home; inflicting corporal/physical punishment upon a Child; shaking, jerking, pinching or handling roughly a Child; verbally abusing or humiliating a Child which includes, but is not limited to, the use of threats, profanity, or belittling remarks about a Child or his family; isolating a Child in a dark room, closet, or unsupervised area; using mechanical or physical restraints or devices to discipline Children; using medication to discipline a Child, or to control Children's behavior without written medical authorization issued by a licensed professional and given with the Parent's written consent; or disciplining a Child by unreasonably restricting a Child from going to the bathroom; or by punishing toileting accidents; or by force feeding a Child; or by not feeding a Child regularly scheduled meals and/or snacks; or by forcing or withholding naps; or by allowing children to discipline or humiliate other Children; or by confining a Child for disciplinary purposes to a swing, high chair, infant carrier, walker or jump seat. It was determined based on an investigation that on December 12, 2025, a staff member inappropriately disciplined a 1-year-old child when the staff member placed their finger on the tip of the child's tongue to stop the child from making noises while eating lunch.

POI (Plan of Improvement)

The personnel will cease use of this disciplinary method and will receive training on appropriate child guidance techniques.

Correction Deadline: 12/12/2025