



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: 3/17/2025 **VisitType:** Complaint Investigation & Licensing Study **Arrival:** 9:45 AM **Departure:** 3:30 PM

CCLC-16953
Reflections Learning Academy
4330 Ridge Road Douglasville, GA 30134 Paulding County
(770) 942-8736 rladirector4330@gmail.com

Regional Consultant
Kaiyah Werts
Phone: (912) 544-9793
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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.
03/17/2025	Complaint Investigation & Licensing Study	Good Standing	
02/18/2025	TA Follow Up	NA	
01/10/2025	Complaint Closure	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
K-Bldg.2	Clubhouse		0	0	C	27	C	37	C	
Total Capacity @35 sq. ft.: 27			Total Capacity @25 sq. ft.: 277							
Main	J- Toucans	Four Year Olds and Five Year Olds	1	6	C	22	C	31	C	Circle Time
Main	A- Bumblebees	Infants	2	4	C	17	C	NA	NA	Free Play
Main	B- Butterflies	One Year Olds	1	2	C	18	C	NA	NA	Circle Time
Main	C- Grasshoppers	One Year Olds	2	5	C	17	C	NA	NA	Free Play
Main	D- Tigers	Two Year Olds	1	5	C	24	C	NA	NA	Free Play
Main	E- Frogs	Three Year Olds and Four Year Olds	2	16	C	22	C	NA	NA	Story,Circle Time
Main	F- Polar Bears	GA PreK	2	20	C	21	C	30	C	Outside
Main	G- Chameleons	GA PreK	2	15	C	21	C	30	C	Centers
Main	H- Ladybugs	Two Year Olds and Three Year Olds	1	11	C	16	C	22	C	Circle Time
Main	I- Caterpillars	GA PreK	2	14	C	21	C	29	C	Centers
Total Capacity @35 sq. ft.: 199			Total Capacity @25 sq. ft.: 277							
Total # Children this Date: 98			Total Capacity @35 sq. ft.: 226			Total Capacity @25 sq. ft.: 277				

Building	Playground	Playground Occupancy	Playground Compliance
Main	2 yrs. - 4 yrs.	32	C

Main	5 yrs. - 12yrs.	224	C
Main	Inf. - 2 yrs.	29	C
Main	Multipurpose Court	71	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
6	12	8	36	45	41	51

Comments

The purpose of this visit is to conduct a licensing study and a complaint investigation. The investigation will not be closed on this date and the director will be notified when the investigation was closed.

Plan of Improvement: Developed This Date

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.decga.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@dec.al.ga.gov for more information. Free technical assistance is available!



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(Findings Report)

Date: 3/17/2025 **VisitType:** Complaint Investigation & Licensing **Arrival:** 9:45 AM **Departure:** 3:30 PM
Study

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Same

The following information is associated with a Licensing Study Visit:

Activities and Equipment

Records Reviewed: 29

Records with Missing/Incomplete Components: 2

Staff # 20

Not Met

Date of Hire: 10/14/2024

"Missing/Incomplete Components"

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

Staff # 21

Not Met

Date of Hire: 11/22/2024

"Missing/Incomplete Components"

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

591-1-1-.03 Activities

Technical Assistance

Technical Assistance

591-1-1-.03(2) - Please be sure all classrooms have lesson plans completed and available or posted regularly.

Correction Deadline: 3/17/2025

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

Met

Comment

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

Comment

Discussed adding equipment and toys to enhance variety in the classrooms.

POI (Plan of Improvement)

Discussed with director adding additional toys and equipments to the smaller age classrooms and having the staff rotate the materials.

Comment

Equipment and furniture observed to be properly secured, as applicable.

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

N/A

Comment

Center does not provide swimming activities at this time.

Records Reviewed: 29

Records with Missing/Incomplete Components: 2

Staff # 20

Not Met

Date of Hire: 10/14/2024

"Missing/Incomplete Components"

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

Staff # 21

Not Met

Date of Hire: 11/22/2024

"Missing/Incomplete Components"

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

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

Met

Comment

Parent agreements observed obtained/completed.

Comment

Records were observed to be complete and well organized.

Facility

Records Reviewed: 29

Records with Missing/Incomplete Components: 2

Staff # 20

Not Met

Date of Hire: 10/14/2024

"Missing/Incomplete Components"

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

Staff # 21

Not Met

Date of Hire: 11/22/2024

"Missing/Incomplete Components"

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

591-1-1-.06 Bathrooms

Not Met

Comment

Bathrooms in the center were observed to be cleaned and well maintained.

Finding

591-1-1-.06(4) requires a Center first licensed after March 1, 1991, and Centers that remodel or add to existing plumbing facilities, to have the bathroom area fully enclosed and ventilated to the outside of the building with either an open screened window or functioning exhaust fan and duct system and requires Centers without fully enclosed bathrooms to ensure there is adequate ventilation to control odors and adequate sanitation measures to prevent the spread of contagious diseases. It was determined based on observation that the left bathroom in classroom J-Toucans did not have a working exhaust vent, Also, classroom, H-Ladybugs, did not have a working exhaust vent in the bathroom at the time of the visit.

POI (Plan of Improvement)

The Center will fully enclose and ventilate bathroom areas, as required, and will provide adequate ventilation and sanitation in the bathrooms but also ensure the vents were free of dust. The director put in a maintenance request at the time of the visit.

Correction Deadline: 4/16/2025

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

Licensed capacity observed to be routinely met by center.

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

Please be mindful to keep items that pose a hazard inaccessible to children.

Technical Assistance

591-1-1-.25(13) - Please ensure hazardous items are inaccessible to children such as baby wipes.

Correction Deadline: 3/17/2025

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 in classroom J-Toucans, the left bathroom had a large area of peeling paint on the ceiling. Also, classroom F-Polar Bears had a sink in the classroom that was slowly draining.

POI (Plan of Improvement)

The Center will have the Center and surrounding areas cleaned, make repairs where needed, and ensure all debris is removed. The Center will implement a plan to keep areas clean and in good repair that includes regular monitoring and staff communication.

Correction Deadline: 3/31/2025

591-1-1-.26 Playgrounds(CR)**Not Met****Comment**

Playground observed to be clean and in good repair.

Finding

591-1-1-.26(8) requires climbing and swinging equipment to have a resilient surface beneath the equipment and the fall zone from such equipment must be adequately maintained by the Center to assure continuing resiliency. It was determined based on observation that the rubber mulch on the main playground near the swings and play structure measured a half of an inch when depth when six inches are required.

POI (Plan of Improvement)

The Center will add additional resilient surfacing to the fall zones where needed and check daily, adding resilient surfacing as needed to maintain adequate resiliency.

Correction Deadline: 3/31/2025

Technical Assistance

591-1-1-.26(9) - Please ensure the playground surface is free of any cracks that could cause a tripping hazard.

Correction Deadline: 3/17/2025

Food Service**Records Reviewed: 29****Records with Missing/Incomplete Components: 2**

Staff # 20

Not Met

Date of Hire: 10/14/2024

"Missing/Incomplete Components"

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

Staff # 21

Not Met

Date of Hire: 11/22/2024

"Missing/Incomplete Components"

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

Comment

Center menu meets USDA guidelines.

Comment

Please ensure that infant feeding forms are updated regularly and completely filled out, leaving no blanks.

591-1-1-.18 Kitchen Operations

Met

Comment

Discussed the proper steps for dishwashing with the kitchen staff.

Comment

Kitchen appeared clean and well organized at the time of the visit.

Health and Hygiene**Records Reviewed: 29****Records with Missing/Incomplete Components: 2**

Staff # 20

Not Met

Date of Hire: 10/14/2024

"Missing/Incomplete Components"

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

Staff # 21

Not Met

Date of Hire: 11/22/2024

"Missing/Incomplete Components"

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

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

Not Met

Comment

Proper diapering procedures were observed at time if the visit.

Finding

591-1-1-.10(1) requires Centers first licensed after March 1, 1991, and Centers that are renovated after March 1, 1991, to provide ventilation in the diapering areas with functioning exhaust fans and a duct system or by the required amount of window space provided by operable windows when open. It was determined based on observation that in classroom B-Butterflies had an exhaust vent that was not properly working at the time of the visit.

POI (Plan of Improvement)

The responsible person(s) at the center will ensure that the exhaust fans and duct systems are functioning or that the required amount of operable window space is provided in each diapering area.

Correction Deadline: 3/31/2025**Finding**

591-1-1-.10(4) requires that if diapers are changed on a diaper changing surface, the surface shall be smooth, nonporous, and equipped with a guard or rails to prevent falls. Between each diaper change, the diaper changing surface shall be cleaned with a disinfectant and dried with a single-use disposable towel. It was determined based on observation that classroom A-Bumblebees and classroom B-Butterflies had diapering mats with rips, tears and exposed foam.

POI (Plan of Improvement)

The Center will ensure there is a smooth, nonporous changing surface that has a guard or rails for safety in each classroom that houses children wearing diapers. Center Staff will be trained and have adequate supplies to properly clean the diaper changing surface between each diaper change.

Correction Deadline: 3/24/2025

591-1-1-.17 Hygiene(CR)**Not Met****Finding**

591-1-1-17(7) requires that children wash their hands with liquid soap and warm running water upon arrival for care, when moving from one child care group to another, upon re-entering the child care area after outside play, before and after eating meals and snacks, handling or touching food, playing in water; after toileting and diapering, playing in sand, touching animals or pets, and contact with bodily fluids and after contamination by any other means. It was determined based on observation that in classroom B-Butterflies, staff failed to washed a child's hands after their diaper was changed.

POI (Plan of Improvement)

The Center will train Staff on required handwashing for children and Staff will ensure children's hands are washed when required. The Director will monitor for compliance.

Correction Deadline: 3/17/2025

591-1-1-.20 Medications(CR)**N/A****Comment**

The Provider currently does not dispense/administer medication.

Policies and Procedures**Records Reviewed: 29****Records with Missing/Incomplete Components: 2**

Staff # 20

Not Met

Date of Hire: 10/14/2024

"Missing/Incomplete Components"

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

Staff # 21

Not Met

Date of Hire: 11/22/2024

"Missing/Incomplete Components"

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

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

Program observed complete emergency drills

Safety**Records Reviewed: 29****Records with Missing/Incomplete Components: 2**

Staff # 20

Not Met

Date of Hire: 10/14/2024

"Missing/Incomplete Components"

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

Staff # 21

Not Met

Date of Hire: 11/22/2024

"Missing/Incomplete Components"

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

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

Center does not keep animals on premises.

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

Age-appropriate discussion and/or redirection observed.

591-1-1-.13 Field Trips(CR)**N/A****Comment**

Center does not participate in field trips at this time.

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

A current/completed inspection was observed for all vehicles used in transporting children this date.

Comment

Complete documentation of transportation observed.

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 two out of three of the vehicles used for transporting children had torn seats with exposed foam.

POI (Plan of Improvement)

The center will maintain that all transportation vehicles are clean, in safe repair, and free from hazards.

Correction Deadline: 3/31/2025**Sleeping & Resting Equipment****Records Reviewed: 29****Records with Missing/Incomplete Components: 2**

Staff # 20

Not Met

Date of Hire: 10/14/2024

"Missing/Incomplete Components"

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

Staff # 21

Not Met

Date of Hire: 11/22/2024

"Missing/Incomplete Components"

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

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

Discussed SIDS and infant sleeping position.

Comment

The correct number of mats, sheets and blankets were observed on this date. Cleaning and disinfecting of mats was discussed with the staff on this date.

Finding

591-1-1-.30(4). requires that if cots and mats are stored in the children's activity room or area, they shall be stored to prevent children's access to them and to allow maximum use of play space. When storage is available and used for the storage of cots and mats that allows the cots, mats and any bedding to be stored without touching any other cots, mats or bedding, the bedding may be left on the cot or mat. When such storage is not available for the cots and mats, each child's bedding shall be kept separate from other children's bedding and stored in containers marked for individual use, such as, but not limited to, bins, cubbies, or bags. It was determined based on observation that classroom B-Butterflies had uncovered mats stored in the classroom accessible to children. Also, Classroom H-Ladybugs had mats laid out with the children's sheets and blankets on the floor accessible to children playing.

POI (Plan of Improvement)

The Center will store cots and mats so children do not have access to them and they don't take up play space and will store them so each child's bedding is separate from the others.

Correction Deadline: 3/17/2025

Staff Records

Records Reviewed: 29

Records with Missing/Incomplete Components: 2

Staff # 20

Not Met

Date of Hire: 10/14/2024

"Missing/Incomplete Components"

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

Staff # 21

Not Met

Date of Hire: 11/22/2024

"Missing/Incomplete Components"

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

591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)

Met

Comment

Criminal record checks were observed to be complete.

Comment

Director provided four files for employees hired since last visit.

591-1-1-.14 First Aid & CPR

Met

Comment

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

Comment

Please be mindful of training expiration dates for CPR.

591-1-1-.33 Staff Training

Met

Comment

Documentation observed of required annual staff training for 2024.

Comment

Health and Safety Training completed as required for each staff member with direct care responsibilities within 90 calendar days of their hire date.

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.

POI (Plan of Improvement)

Consultant discussed that a paraprofessional certificate was not accepted as a lead teacher credential.

Comment

Staff observed to be compliant with applicable laws and regulations.

Staffing and Supervision

Records Reviewed: 29

Records with Missing/Incomplete Components: 2

Staff # 20

Not Met

Date of Hire: 10/14/2024

"Missing/Incomplete Components"

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

Staff # 21

Not Met

Date of Hire: 11/22/2024

"Missing/Incomplete Components"

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

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)

Technical Assistance

Comment

A supervision plan was created on this date with the director.

POI (Plan of Improvement)

Consultant discussed with the director a supervision plan for the toddlers that were bathroom training. Director stated another staff would step in to assist the current staff member during the group bathroom times.

Technical Assistance

591-1-1-.32(7) - Please ensure that the staff has a direct line of supervision when the children use the bathroom and the staff assist in the bathroom with them.

Correction Deadline: 3/17/2025