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: 9/16/2026 **VisitType:** Licensing Study **Arrival:** 10:15 AM **Departure:** 3:00 PM

CCLC-63527
Towne Square Academy at Norcross
2175 North Norcross-Tucker Rd. Norcross, GA 30071 Gwinnett County
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Same

Quality Rated: ★ ★

Compliance Zone Designation		
09/16/2026	Licensing Study	Good Standing
04/13/2026	Complaint Closure	Good Standing
03/26/2026	Complaint Investigation & Monitoring Visit	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-Classroom 1		0	0	C	27	C	NA	NA	Not In Use
Main	B-GAPre-K/Afterschool	GA PreK	2	0	C	25	C	NA	NA	Transitioning,Outside
Main	C-Class #2	Three Year Olds and Four Year Olds and Five Year Olds	2	14	C	25	C	NA	NA	Transitioning,Outside
Main	D-Class #3 (Toddler Classroom)	Two Year Olds and Three Year Olds	2	14	C	25	C	NA	NA	Transitioning,Outside
Main	E-Toddler	One Year Olds	1	7	C	25	C	NA	NA	Free Play,Centers
		Total Capacity @35 sq. ft.: 127				Total Capacity @25 sq. ft.: 0				
Total # Children this Date: 35		Total Capacity @35 sq. ft.: 127				Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	PG B/Large	104	C
Main	PG/A/Small	22	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
0	18	19	0	19	0

Comments
*Updates and Reminders:

-Please ensure to complete all temporary closures by 8 a.m. (vacation, emergencies, school closures, holidays, etc.) in DECAL KOALA at all times under the Required Report tab whenever your facility is closed temporarily when you are not caring for children for one day or more. Please be sure to SAVE the report prior to exiting.

-Please ensure to complete rechecks for Criminal Records Checks at least 90 days before the five year expiration. Suggestion: Check monthly or sooner to ensure that staff's Criminal Records Checks are not about to expire.

-Incident Reports are to be submitted via DECAL KOALA with all signed staff statements for staff and the Director.

-All amendments are required to be electronically entered in DECAL KOALA.

-Please ensure to hide staff who are no longer employed in your DECAL KOALA account.

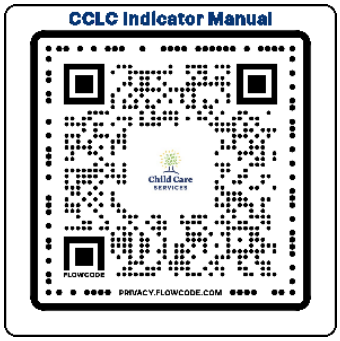
-Please ensure that director and staff responsible for food preparation completes the four (4) hours of nutrition training as soon as possible but within the first year of employment.

• Staff Training: -Initial Program Orientation- All Employees, including volunteers, independent contractors, students-in-training, etc. should have a completed initial program orientation form on file.

• Annual Training: Effective July 1, 2025, all staff are required to obtain at least two hours in evidence based, developmentally appropriate language and literacy practices and at least two hours in on-going child development and health and safety related topics as part of their 10 hours of annual training.

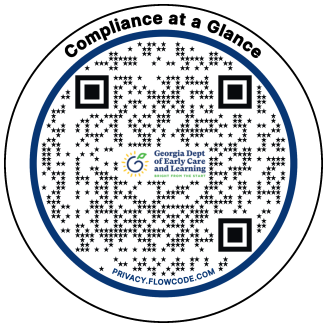
• First Aid and CPR:
Effective July 1, 2025, new staff are required to obtain pediatric First Aid and pediatric CPR training within 45 days of employment. Programs must also have at least one person with current pediatric First Aid and pediatric CPR training in each classroom at all times.

Plan of Improvement: Developed This Date



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:

Activities and Equipment

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

Comment
A variety of equipment and toys were observed throughout the center on this date.

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

Comment
Center does not provide swimming activities.

Facility

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

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

591-1-1-.25 Physical Plant - Safe Environment(CR) **Met**

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

Comment
Please secure cleaning tools (i.e., broom, plunger) out of reach of children.

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

Technical Assistance
591-1-1-.26(6) - requires that playground equipment provide an opportunity for the children to engage in a variety of experiences and shall be age-appropriate. For example, toddlers shall not be permitted to swing in swings designed for School-age Children. The outdoor equipment shall be free of lead-based paint, sharp corners and shall be regularly maintained in such a way as to be free of rust and splinters that could pose significant safety hazard to the children. All equipment shall be arranged so as not to obstruct supervision of children.

Correction Deadline: 9/26/2026

Health and Hygiene

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

Technical Assistance
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.

Correction Deadline: 9/16/2026

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

Comment
Staff were observed to remind children to wash hands on this date.

591-1-1-.20 Medications(CR) **Technical Assistance**

Technical Assistance
591-1-1-.20(5) - Unused Medication. Medicines which are no longer to be dispensed shall be returned to the child's Parent(s) immediately.

Medication (prescription and non-prescription) should be returned to the parent immediately when the authorization to dispense the medication expires. This eliminates the risk of an employee giving the wrong medication to a child.

In the event medication cannot be returned to the parent (e.g., child no longer enrolled), it should be disposed of according to the recommendations of the U.S. Food and Drug Administration (FDA). The current guidelines are as follows:
? If a medication lists any specific instructions on how to dispose of it, follow those directions.
? If there are community drug take back programs, participate in those.
? Remove medications from their original containers and put them in a sealable bag. Mix medications with an undesirable substance such as kitty litter or used coffee grounds. Place the mixture into the regular trash and make sure children do not have access to the trash.

Proper disposal of medication is important to help ensure a healthy environment for children within the community. There is growing evidence that throwing out or flushing medications into sewer systems may have harmful effects on the environment. Documentation should be kept by the child care facility of all disposed medications.

Correction Deadline: 9/16/2026

Policies and Procedures

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

Comment
Program observed complete emergency drills

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-.36 Transportation(CR) **N/A**

Comment
Center does not provide routine transportation.

Sleeping & Resting Equipment

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

Comment
Please ensure that cribs/cots are labeled for individual use.

Staff Records

Records Reviewed: 11 **Records with Missing/Incomplete Components: 4**

Staff # 4 Not Met

Date of Hire: 06/16/2026

"Missing/Incomplete Components"

.33(3)-Health & Safety Certificate

Staff # 5 Not Met

Date of Hire: 07/01/2025

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 6 Not Met

Date of Hire: 02/10/2026

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 8 Not Met

Date of Hire: 07/21/2022

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

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

Comment
Director provided one file for employees hired since the last visit was conducted on March 26, 2026. The Consultant observed one new staff member to have evidence of a satisfactory comprehensive criminal background check on file.

591-1-1-.14 First Aid & CPR(CR) **Met**

Comment
At least one staff person with current and valid pediatric first aid and pediatric CPR observed in each classroom where children were present.

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

Finding
591-1-1-.33(3)(a)-(k) requires each Staff member with direct care responsibilities to complete health and safety orientation training within the first 90 days of employment. The state-approved training hours obtained will count toward required first year training hours. The training must address the following health and safety topics: a)prevention and control of infectious diseases (including immunizations); b) prevention of sudden infant death syndrome and use of safe sleeping practices; c) administration of medication, consistent with standards for parental consent; d) prevention of and response to emergencies due to food and allergic reactions; e) building and physical premises safety, including identification of and protection from hazards that can cause bodily injury such as electrical hazards, bodies of water, and vehicular traffic; f) prevention of shaken baby syndrome, abusive head trauma and child maltreatment; g) emergency preparedness and response planning for emergencies resulting from a natural disaster or a human-caused event (such as violence at a child care facility); h) handling and storage of hazardous materials and the appropriate disposal of bio contaminants; i) precautions in transporting children; j) recognition and reporting of child abuse and neglect; and k) child development to include all major domains:cognitive; social and emotional; physical development and motor skills; communication, language, and literacy; and approaches to play and learning. It was determined based on a review of records, staff member #4, date of hire June 16, 2026, did not have evidence of completing health and safety orientation training within the first 90 days of employment.

POI (Plan of Improvement)
The Center will develop and implement a plan to schedule and track this training for all employees based on their hire dates and will ensure that the training includes all required components as required.

Correction Deadline: 10/16/2026

Finding
591-1-1-.33(5)(b)1. requires the annual ten (10) clock hours of training shall include at least two (2) hours in evidence based, developmentally appropriate language and literacy practices. It was determined based on a review of records staff member #1, date of hire July 1, 2025, staff member #5, date of hire July 1, 2025, staff member #6, date of hire February 10, 2026, staff member #8, date of hire July 21, 2022, and staff member #10 , date of hire December 5, 2022; 10 hours of training did not include 2 hours in evidence based, developmentally appropriate language and literacy practices.

POI (Plan of Improvement)
The Center will plan and schedule the required 10 hours of annual training each year to include a least two (2) hours in evidence based, developmentally appropriate language and literacy practices and follow up to ensure the training is completed.

Correction Deadline: 10/16/2026

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.

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
Staff observed to provide direct supervision and be attentive to children's needs.