



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: 9/15/2026 **VisitType:** Licensing Study

Arrival: 11:00 AM **Departure:** 5:30 PM

CCLC-68087

The Willow School

2969 East Ponce de Leon Avenue Suite 100 Decatur, GA 30030
DeKalb County
(404) 620-8225

Regional Consultant

Maryn Accord

Phone: (470) 990-0305

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maryn.accord@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.
09/15/2026	Licensing Study	Good Standing	
06/24/2026	Incident Investigation Closure	Good Standing	
05/27/2026	Incident Investigation & Follow Up	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
Main 1st Floor	A: Sunflower (12-24 Months)	One Year Olds	2	11	C	13	C	NA	NA	Transitioning
Main 1st Floor	B: Wildflower (12-24 Months)	One Year Olds	2	8	C	13	C	NA	NA	Lunch
Main 1st Floor	C: Sprouts (3-6 Months)	Infants	3	8	C	14	C	NA	NA	Floor Play
Main 1st Floor	D: Seedlings (6-18 Months)	Infants	1	3	C	10	C	NA	NA	Floor Play
Main 1st Floor	F: Honeybee (2's)	One Year Olds and Two Year Olds	2	10	C	16	C	NA	NA	Transitioning
Main 1st Floor	G: Dragonfly (2's)	Two Year Olds	2	9	C	18	C	NA	NA	Lunch
Main 1st Floor	H: Forest (3.5-5 Years's)	Three Year Olds and Five Year Olds	1	6	C	15	C	NA	NA	Lunch
Total Capacity @35 sq. ft.: 99					Total Capacity @25 sq. ft.: 0					
Main 2nd Floor	K: Treehouse (4-5 Year Old's)	GA PreK	2	18	C	27	C	NA	NA	Lunch
Main 2nd Floor	M: Bluebird (3-4 Year Old's)	Three Year Olds	2	9	C	21	C	NA	NA	Lunch
Main 2nd Floor	N: Sunset (3-4 Year Old's)	Three Year Olds and Four Year Olds	3	11	C	23	C	NA	NA	Lunch
Main 2nd Floor	O: Butterfly (4-5 Year Old's)	GA PreK	2	20	C	25	C	NA	NA	Lunch
Main 2nd Floor	P: Rainbow	Two Year Olds and Three Year Olds	2	10	C	22	C	NA	NA	Story
Total Capacity @35 sq. ft.: 118					Total Capacity @25 sq. ft.: 0					
Total # Children this Date: 123			Total Capacity @35 sq. ft.: 217			Total Capacity @25 sq. ft.: 0				

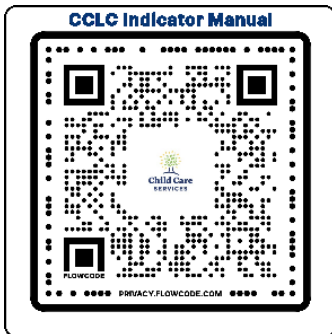
Building	Playground	Playground Occupancy	Playground Compliance
Main 1st Floor	Outdoor Patio (Play Area)	8	C

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
19	62	66	6	40	0

Comments

Staff Records and Child Records were reviewed. Core Rules and Non-Core Rules were evaluated.

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.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)

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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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)

Technical Assistance

Technical Assistance

591-1-1-.12(2) requires that all equipment and furniture be free from hazardous conditions such as, but not limited to, sharp rough edges or toxic paint; and be kept clean. The Consultant discussed with Staff in charge to ensure toys in disrepair with torn pieces, flaking material, or broken parts were removed from the classroom to avoid any potential safety hazards, as required.

Correction Deadline: 9/15/2026

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

N/A

Comment

Center does not provide swimming activities.

Children's Records

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

Technical Assistance

Technical Assistance

591-1-1-.08(1) requires the Center Staff to maintain a file for each child while such child is in care and for one year after that child is no longer enrolled. In order for the file to be complete, the file shall contain the following: child's name, birth date, sex, address, living arrangement, name of school if applicable; names of both Parents, home and work addresses, and home and work telephone numbers; name(s) and addresses of the person(s) to whom the child may be released including address, telephone numbers, relationship to child and to Parent(s), and other identifying information; name(s) and telephone number(s) of person(s) to contact in emergencies when the Parent cannot be reached; name and telephone number of the child's primary source of health care; and a statement regarding known allergies, physical problems, mental health disorders, intellectual disabilities or developmental disabilities which limit the child's participation in the program. The Consultant discussed with Staff in charge to ensure that the relationship to child and relationship to Parent(s) of the authorized release person(s) were indicated in the each child's file, as required.

Correction Deadline: 9/15/2026

Technical Assistance

591-1-1-.08(6) requires the Center to maintain records of a child's daily arrival and departure for the twelve (12) preceding months that the Parent or person(s) authorized by the Parent documents, in written or electronic format, each time the Parent or authorized person drops off and picks up the child. The documentation shall include at least the date, the child's name, the arrival and departure times, and the signature or initials of the Parent or authorized person at the time of arrival and departure. These records shall be made available to the Department in printed or written form upon request. The Consultant discussed with Staff in charge to ensure that records of a child's daily arrival and departure included signature or initial of the Parent or authorized person at the time of arrival and departure, as required.

Correction Deadline: 9/15/2026

	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)	Not Met
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Technical Assistance

591-1-1-.25(11) requires that floor coverings be tight, smooth, free of odors and washable or cleanable. The Consultant discussed with the Staff in charge to ensure that floor coverings were tight and smooth to avoid potential tripping hazards.

Correction Deadline: 10/15/2026

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 the observation, that the following areas of the Center required proper maintenance to be kept in good repair as required:

A: Sunflower (12-24 months):

- A layer of dust was observed on the ventilation fan above the diaper changing station and on the window sill along the left-side wall.

B: Wildflowers (12-24 months)

- A layer of dust was observed on the ventilation fan above the diaper changing station.

K: Treehouse (4-5 Year Old's)

- Chipped paint and pieces of missing drywall were observed on the column and windowsill along the back wall.
- Peeling paint and water damage were present on the wooden cabinets in the sink area on the right-side wall.
- Wall tape covering a hole on the left-side wall was peeling.

M:Bluebird (3-4 Year Old's)

- Peeling paint and water damage were present on the wooden cabinets in the sink area.

N: Sunset (3-4 Year Old's)

- Peeling paint and water damage were present on the wooden cabinets in the sink area
- Chipped paint was observed on the left-side wall.

O: Butterfly (4-5 Year Old's)

- Chipped paint was observed on the front wall to the left of the door.
- Peeling paint and water damage were present on the wooden cabinets in the sink area along the back wall.

P: Rainbow

- Peeling paint and water damage were present on the wooden cabinets in the sink area

POI (Plan of Improvement)

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

Correction Deadline: 10/30/2026

Finding

591-1-1-.25(8) requires protective caps on all unused electrical outlets within children's reach and requires that electrical outlets in use be made inaccessible to children. It was determined, based on observation, that a lamp was positioned on top of the children's reading cube in Room Honeybee (2's), and the electrical cord was hanging down inside of the reading cube accessible to children, creating a potential safety hazard on this date.

POI (Plan of Improvement)

The Center will train Staff to check outlets and replace protective caps when needed and identify and monitor how outlets in use are inaccessible to children.

Correction Deadline: 9/15/2026

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

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. The Consultant discussed with Staff in charge routinely monitoring the outdoor areas for naturally occurring or naturally growing elements that may pose a potential safety hazard to children.

Correction Deadline: 9/15/2026

Health and Hygiene**591-1-1-.10 Diapering Areas & Practices(CR)****Met****Comment**

Proper diapering procedures observed.

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

Proper hand washing observed throughout the center on this date.

591-1-1-.20 Medications(CR)**Met****Comment**

Documentation for medication dispensing observed completed on this date.

Safety**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)**Not Met****Finding**

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 a review of records, that during the week of September 7, 2026 through September 11, 2026 and the week of August 31, 2026 through September 4, 2026, the second designated Staff person did not conduct a check of the vehicle used for transportation immediately upon the completion of the first check of the vehicle to indicate that all children exited the vehicle used for transportation, as required.

POI (Plan of Improvement)

The Center will train Staff who are or may be involved in transporting children in how to thoroughly inspect a vehicle and properly complete transportation documentation. The Center will review and monitor.

Correction Deadline: 9/15/2026

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

Discussed SIDS and infant sleeping position.

Records Reviewed: 37

Records with Missing/Incomplete Components: 11

Staff # 4	Not Met
Date of Hire: 09/02/2026	<u>Reminder - Health & Safety training is required within 90 calendar days of hired</u>
<u>"Missing/Incomplete Components"</u>	
.24(1)-Evidence of Orientation Missing	
Staff # 6	Not Met
Date of Hire: 04/13/2026	
<u>"Missing/Incomplete Components"</u>	
.24(1)-Evidence of Orientation Missing	
Staff # 8	Not Met
Date of Hire: 05/01/2026	
<u>"Missing/Incomplete Components"</u>	
.24(1)-Evidence of Orientation Missing	
Staff # 16	Not Met
<u>"Missing/Incomplete Components"</u>	
.24(1)-Evidence of Orientation Missing	
Staff # 17	Not Met
Date of Hire: 09/08/2026	<u>Reminder - Health & Safety training is required within 90 calendar days of hired</u>
<u>"Missing/Incomplete Components"</u>	
.24(1)-Evidence of Orientation Missing	
Staff # 18	Not Met
Date of Hire: 09/14/2026	<u>Reminder - Health & Safety training is required within 90 calendar days of hired</u>
<u>"Missing/Incomplete Components"</u>	
.24(1)-Evidence of Orientation Missing	
Staff # 19	Not Met
Date of Hire: 07/27/2026	<u>Reminder - Health & Safety training is required within 90 calendar days of hired</u>
<u>"Missing/Incomplete Components"</u>	
.24(1)-Evidence of Orientation Missing	
Staff # 22	Not Met
Date of Hire: 07/27/2026	<u>Reminder - Health & Safety training is required within 90 calendar days of hired</u>
<u>"Missing/Incomplete Components"</u>	
.24(1)-Evidence of Orientation Missing	
Staff # 28	Not Met
Date of Hire: 06/01/2026	
<u>"Missing/Incomplete Components"</u>	
.24(1)-Evidence of Orientation Missing	

Staff # 31

Not Met

Date of Hire: 10/06/2025

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

Staff # 37

Not Met

Date of Hire: 03/24/2026

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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

Criminal record checks were observed to be complete.

591-1-1-.14 First Aid & CPR(CR)**Met****Correction Deadline: 10/16/2026****Corrected on 9/15/2026**

.14(1)(a) - The previous citation was observed corrected on this date. The Consultant observed all Staff who provided direct care to children obtained certification in pediatric CPR and pediatric first aid training within 45 days of employment, as required.

591-1-1-.24 Personnel Records**Technical Assistance****Technical Assistance**

591-1-1-.24(1) requires the center to maintain a personnel file on the Director, all Employees, Provisional Employees, Personnel, Staff, Students-in-Training, Volunteers, Clerical, Housekeeping, Maintenance, and other Support Staff for the duration of the term of employment plus one calendar year, and it shall contain the following: identifying information to include: name, date of birth, social security number, current address and current telephone number; employment history; as applicable to the position held: evidence of education and qualifying work experience; evidence of all training required by these rules which shall include: title of training, date of training, trainer's signature, location of training and number of clock hours obtained; a statement completed by the staff member that the information provided is true and accurate; any other records required by these rules; and as applicable to the position held, evidence of required orientation including date and signature of person providing the orientation. The Consultant discussed with Staff in charge to ensure that the Center maintained a personnel file for all Staff with the required identifying information on file and were made available to the Department for review, as required.

Correction Deadline: 9/20/2026**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 a review of records, that the Initial Center orientation was not on file prior to assignment to children or task, as required for the following Staff:

- Staff #4, hired September 2, 2026
- Staff #6, hired April 13, 2026
- Staff #8, hired May 1, 2026
- Staff #16, hired July 27, 2026
- Staff #17, hired September 8, 2026
- Staff #18, hired September 14, 2026
- Staff #19, hired July 27, 2026
- Staff #22, hired July 27, 2026
- Staff #28, hired June 1, 2026
- Staff #31, hired October 6, 2025
- Staff #37, hired March 24, 2026

POI (Plan of Improvement)

The Center will develop and provide orientation for all new Staff prior to their assignment to children or task.

591-1-1-.31 Staff(CR)

Technical Assistance

Technical Assistance

591-1-1-.31(2)(c) requires the Center to maintain a copy and/or written verification of the credential or degree awarded to the lead teacher that is required by these rules in the lead teacher's file, to make the document available for inspection and to provide the document to Department staff upon request. The Consultant discussed with Staff in charge to ensure that a copy of the credential or degree awarded to the assigned lead teachers were available upon request, as required.

Correction Deadline: 9/15/2026

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

Correction Deadline: 7/8/2026

Corrected on 9/15/2026

.32(7) - The previous citation was observed corrected on this date. The Consultant observed that Staff provided direct and watchful oversight of children, as required, on this date. The Consultant discussed with Staff in charge how Center Staff maintained supervision during times of day that require additional planning and positioning such as, but not limited to, outdoor play and transitional periods, to maximize Staff's ability to hear and see children at all times.