



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: 5/23/2025 **VisitType:** Licensing Study

Arrival: 9:45 AM **Departure:** 3:00 PM

CCLC-19930
5 Star Childcare & Learning Center
4492 Lilburn Industrial Way South Lilburn, GA 30047 Gwinnett
County
(770) 806-9212 lilburn@otterlearning.com

Regional Consultant
Jermecia Moore-Fulton
Phone: (470) 214-7043
Fax:
jermecia.moore-fulton@decal.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.
05/23/2025	Licensing Study	Good Standing	
04/18/2025	Complaint Closure	Good Standing	
04/03/2025	Complaint Investigation & Monitoring Visit	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	1L Pre-K 1	Three Year Olds and Four Year Olds	1	4	C	31	C	NA	NA	Circle Time, Transitioning
Main	1R	One Year Olds and Two Year Olds	1	4	C	15	C	NA	NA	Free Play
Main	2L Pre-K 2		0	0	C	26	C	NA	NA	Not In Use
Main	2R Infants	Infants	1	2	C	15	C	NA	NA	Diapering, Floor Play
Main	3r PRE- K 3		0	0	C	23	C	NA	NA	Not In Use
Total Capacity @35 sq. ft.: 110			Total Capacity @25 sq. ft.: 0							
Total # Children this Date: 10			Total Capacity @25 sq. ft.: 0							

Building	Playground	Playground Occupancy	Playground Compliance
Main	Left Side	226	C
Main	Right Side	19	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
4	4	4	2	2	0	0

Comments

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.
- 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 effective August 2, 2021.
- 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.

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.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:

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 CAPS/ QR Provisional Status, allowing for scholarships while working toward an initial star rating. Provisional Status eligibility will be determined at the time of CAPS enrollment as part of the CAPS application process.

Contact the Quality Rated help desk at 855-800-7747 or qualityrated@decal.ga.gov for more information. Free technical assistance is available!



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

(Findings Report)

Date: 5/23/2025 VisitType: Licensing Study

Arrival: 9:45 AM Departure: 3:00 PM

CCLC-19930
5 Star Childcare & Learning Center
4492 Lilburn Industrial Way South Lilburn, GA 30047 Gwinnett
County
(770) 806-9212 lilburn@otterlearning.com

Regional Consultant
Jermecia Moore-Fulton
Phone: (470) 214-7043
Fax:
jermecia.moore-fulton@decal.ga.gov

Mailing Address
Same

The following information is associated with a Licensing Study:

Activities and Equipment

Records Reviewed: 12

Records with Missing/Incomplete Components: 4

Staff # 1 Not Met

Date of Hire: 01/08/2020

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training,.14(2)-First Aid Missing,.14(2)-CPR missing

Staff # 8 Not Met

Date of Hire: 10/10/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9 Not Met

Date of Hire: 09/25/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 12 Not Met

Date of Hire: 11/12/2024

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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

Met

Comment

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

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

N/A

Comment

Center does not provide swimming activities.

Facility

Staff # 1 Not Met

Date of Hire: 01/08/2020

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training,.14(2)-First Aid Missing,.14(2)-CPR missing

Staff # 8 Not Met

Date of Hire: 10/10/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9 Not Met

Date of Hire: 09/25/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 12 Not Met

Date of Hire: 11/12/2024

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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) Met

Comment

Please be mindful to keep items that pose a hazard inaccessible to children. Please ensure items such as grocery bags, wipes packages and items that state, "keep out of reach of children" are always inaccessible to children.

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

Technical Assistance

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. Discussed with the Director fluff and redistribute resilient surface and replace mat/padding under swings on back playground as needed and after inclement weather.

Correction Deadline: 6/2/2025

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. Discussed with the Director to purchase swing chain covers for swing set located in the far back of playground due to some of the chain coverings being torn. Also discussed chipping paint and wood on playground equipment on the far back playground.

Correction Deadline: 5/23/2025

Finding

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. It was determined based on observation that the main playground (left), had artificial turf with gaps and missing sections, The artificial turf was not a smooth surface which presents a potential tripping hazard. It was further determined the artificial turf on the main playground right side is not smooth and presents a potential tripping hazard.

POI (Plan of Improvement)

The Center will remove any litter and fix or remove hazards from the playground and will routinely monitor the playground and remove litter and hazards. The director stated that a maintenance person has been out several times to inspect and reinstall the artificial turf.

Correction Deadline: 6/6/2025

Recited on 5/23/2025

Health and Hygiene

Records Reviewed: 12

Records with Missing/Incomplete Components: 4

Staff # 1 Not Met

Date of Hire: 01/08/2020

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training,.14(2)-First Aid Missing,.14(2)-CPR missing

Staff # 8 Not Met

Date of Hire: 10/10/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9 Not Met

Date of Hire: 09/25/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 12 Not Met

Date of Hire: 11/12/2024

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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

Comment

Proper diapering procedures observed.

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

Comment

Staff were observed to remind children to wash hands.

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

Comment

Discussed proper medication documentation and procedures.

Policies and Procedures

Records Reviewed: 12

Records with Missing/Incomplete Components: 4

Staff # 1 Not Met

Date of Hire: 01/08/2020

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training,.14(2)-First Aid Missing,.14(2)-CPR missing

Staff # 8 Not Met

Records Reviewed: 12**Records with Missing/Incomplete Components: 4**

Date of Hire: 10/10/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9

Not Met

Date of Hire: 09/25/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 12

Not Met

Date of Hire: 11/12/2024

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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

Program observed complete emergency drills. Please ensure to continue documenting all emergency drills as required.

Safety

Records Reviewed: 12**Records with Missing/Incomplete Components: 4**

Staff # 1

Not Met

Date of Hire: 01/08/2020

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training,.14(2)-First Aid Missing,.14(2)-CPR missing

Staff # 8

Not Met

Date of Hire: 10/10/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9

Not Met

Date of Hire: 09/25/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 12

Not Met

Date of Hire: 11/12/2024

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation 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)**N/A****Comment**

Center does not provide routine transportation.

Sleeping & Resting Equipment**Records Reviewed: 12****Records with Missing/Incomplete Components: 4**

Staff # 1

Not Met

Date of Hire: 01/08/2020

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training,.14(2)-First Aid Missing,.14(2)-CPR missing

Staff # 8

Not Met

Date of Hire: 10/10/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9

Not Met

Date of Hire: 09/25/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 12

Not Met

Date of Hire: 11/12/2024

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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

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

Staff Records**Records Reviewed: 12****Records with Missing/Incomplete Components: 4**

Staff # 1

Not Met

Date of Hire: 01/08/2020

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training,.14(2)-First Aid Missing,.14(2)-CPR missing

Staff # 8

Not Met

Date of Hire: 10/10/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9 Not Met

Date of Hire: 09/25/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 12 Not Met

Date of Hire: 11/12/2024

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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

Met

Comment

Director provided [four] file(s) for employees hired since last visit.

Correction Deadline: 4/30/2025

Corrected on 5/23/2025

.09(1)(d) - The previous citation was observed to be corrected. The consultant observed the previous cited staff member to have a current satisfactory Fingerprint Records Check Determination on file.

591-1-1-.09 Criminal Records Check(CR)

Met

Comment

Criminal records checks were observed to be complete.

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 review of records staff member #12 did not have documentation of orientation on file as required.

POI (Plan of Improvement)

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

Correction Deadline: 5/23/2025

Finding

91-1-1-.33(5) requires that every calendar year after the first year of employment, all supervisory and caregiver Personnel, except independent contractors, Students-in-Training and volunteers shall attend ten (10) clock hours of diverse training which is task-focused in on-going health, safety and early childhood or child development related topics and which is offered by an accredited college, university or vocational program or other Department-approved source. The annual ten (10) clock hours of training shall be chosen from the following fields: child development, including discipline, guidance, nutrition, injury control and safety; health, including sanitation, disease control, cleanliness, detection and disposition of illness; child abuse and neglect, including identification and reporting, and meeting the needs of abused and/or neglected children; and business related topics, including parental communication, recordkeeping, etc.; provided however that such business related training shall be limited to no more than two (2) of the required ten (10) clock hours of training. Records of completion of such training shall be maintained, as required by these rules. It was determined based on review of records staff member #1, date of hire January 8, 2020, staff member #8, date of hire October 10, 2023 and staff member #9, date of hire September 25, 2023 did not obtain 10 hours of diverse training in 2024 as required.

POI (Plan of Improvement)

The Center will plan and schedule the required 10 hours of annual training each year and follow up to ensure the training is completed.

Correction Deadline: 5/23/2025

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

Records Reviewed: 12	Records with Missing/Incomplete Components: 4
-----------------------------	--

Staff # 1

Not Met

Date of Hire: 01/08/2020

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training,.14(2)-First Aid Missing,.14(2)-CPR missing

Staff # 8

Not Met

Date of Hire: 10/10/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 9

Not Met

Date of Hire: 09/25/2023

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 12

Not Met

Date of Hire: 11/12/2024

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation 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)	Met
------------------------------------	------------

Comment

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