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: 9/25/2026 **VisitType:** Licensing Study **Arrival:** 9:25 AM **Departure:** 1:50 PM

CCLC-50326
Primrose School of Johns Creek Northwest
11130 Jones Bridge Rd. Alpharetta, GA 30022 Fulton County
(770) 664-8911

Regional Consultant
Sharnette Glenn
Phone: (470) 716-8759
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Joint with: Joi Boatwright

Mailing Address
Same

Quality Rated: No

Compliance Zone Designation		
09/25/2026	Licensing Study	Good Standing
04/13/2026	Complaint Closure	Good Standing
04/02/2026	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-1L-Front-Infants	Infants	2	6	C	13	C	NA	NA	Floor Play
Main	B-1L Back-Infants	Infants	8	0	C	12	C	NA	NA	Floor Play,Snack
Main	C-2L-Young Toddlers	One Year Olds	2	9	C	15	C	NA	NA	Art
Main	D-2R Front Middle-Early Preschool	Three Year Olds	2	12	C	29	C	NA	NA	Art
Main	E-Back Right-4's & Up	One Year Olds and Two Year Olds	2	6	C	25	C	34	C	Circle Time
Main	F-2R Front-Preschool-Front	Two Year Olds and Three Year Olds	2	10	C	22	C	31	C	Snack
Main	G-2R Back-Preschool	Four Year Olds and Five Year Olds and Six Year Olds and Over	2	18	C	21	C	30	C	Centers
Main	H-1R Front- Pre K		0	0	C	18	C	NA	NA	Not In Use
Main	I-1R Back-Pre K		0	0	C	18	C	NA	NA	Not In Use
		Total Capacity @35 sq. ft.: 173			Total Capacity @25 sq. ft.: 200					
Total # Children this Date: 61		Total Capacity @35 sq. ft.: 173			Total Capacity @25 sq. ft.: 200					

Building	Playground	Playground Occupancy	Playground Compliance
Main	Field	38	C
Main	Infants	8	C
Main	Preschool	34	C
Main	Toddlers	36	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**
13	34	64	8	0	0

Comments
The consultant reviewed the report with the provider.

Plan of Improvement: Developed This Date

CCLC Indicator Manual

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.

Compliance at a Glance

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

Date: 9/25/2026 **VisitType:** Licensing Study **Arrival:** 9:25 AM **Departure:** 1:50 PM

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The following information is associated with a Licensing Study:

Activities and Equipment

591-1-1-.03 Activities **Met**

Comment
Lesson Plans were observed to be posted and reflected the current weeks activities in each classroom.

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

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

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.

Children's Records

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

Comment
Parent agreements observed obtained/completed.

Comment
Parent authorizations obtained/completed.

Comment
Records were observed to be complete and well organized.

Facility

591-1-1-.06 Bathrooms **Met**

Comment
Bathrooms observed to be clean and well maintained.

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**

Finding
591-1-1-.25(13) requires that potentially hazardous equipment, materials and supplies be stored in a locked area inaccessible to children. It was determined based on observation that in classroom G in the back of the classroom on the wooden shelf adult scissors and Banana Boat sunscreen were accessible to children. It was further observed in classroom F under the sink, on the right side, there were baby wipes accessible to children and also in the bathroom there was a broom, dust pan, and a mop accessible to children.

POI (Plan of Improvement)
The Center will identify all hazardous items and keep them in a locked area inaccessible to children. The Center will inform all Staff about hazardous items and the safe storage of those items.

Correction Deadline: 9/25/2026

Correction Deadline: 4/14/2026

Corrected on 9/25/2026
.25(3) - This citation was observed to be corrected on this date. The interior and exterior of the oven were clean and in good repair.

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

Comment
Discussed maintenance of resilient surface. Please fluff and redistribute.

Finding
591-1-1-.26(4) requires that playgrounds be protected from traffic or other hazards by a (4) four foot high fence or other barrier approved by this Department. Fencing material shall not present a hazard to children and shall be maintained so as to prevent children from leaving the playground area by any means other than through an approved access route. Fence gates shall be kept closed except when persons are entering or exiting the area. It was determined based on observation that the gate on the preschool playground leading to the Georgia Pre-K classroom had a gap measuring 6 inches wide.

POI (Plan of Improvement)
The Center will routinely check the fence to determine if it is in good repair and remains at least 4 feet high, and will repair any hazards. The Center will train Staff to identify and report any fence hazards and to keep the fence gates closed when not in use.

Correction Deadline: 9/25/2026

Technical Assistance
591-1-1-.26(9) - The consultant discussed with the provider to spray the tree roots with a bright colored spray paint.

Correction Deadline: 9/25/2026

Food Service

591-1-1-.15 Food Service & Nutrition **Met**

Comment
Center menu meets USDA guidelines.

591-1-1-.18 Kitchen Operations **Met**

Comment
Discussed proper steps for dishwashing on this date.

Comment
Kitchen appears clean and well organized on this date.

Correction Deadline: 4/14/2026

Corrected on 9/25/2026
.18(2) - The previous citation was observed to be corrected on this date. The consultant did not observe pans and pots on the counter and food left in the sink.

Correction Deadline: 4/14/2026

Corrected on 9/25/2026
.18(8) - The previous citation was observed to be corrected on this date. The consultant did not observe unlabeled food in the refrigerator.

Health and Hygiene

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

Comment
Staff stated proper knowledge of diapering procedures.

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) **N/A**

Comment
The Provider currently does not dispense/administer medication.

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

Comment
Complete documentation of transportation observed on this date.

Comment
The vehicle had an approved fire extinguisher and first aid kit on this date.

Sleeping & Resting Equipment

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

Comment
Discussed SIDS and infant sleeping position.

Comment
Pleasant naptime environment observed.

Staff Records

Records Reviewed: 27 **Records with Missing/Incomplete Components: 20**

Staff # 1 Not Met

Date of Hire: 11/18/2021

"Missing/Incomplete Components"

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

Staff # 2 Not Met

Records Reviewed: 27	Records with Missing/Incomplete Components: 20
Date of Hire: 07/20/2026	Reminder - Health & Safety training is required within 90 calendar days of hired
"Missing/Incomplete Components"	
.14(2)-CPR missing,.14(2)-First Aid Missing	
Staff # 3	Not Met
Date of Hire: 07/29/2026	Reminder - Health & Safety training is required within 90 calendar days of hired
"Missing/Incomplete Components"	
.14(2)-CPR missing,.14(2)-First Aid Missing	
Staff # 4	Not Met
Date of Hire: 09/20/2024	
"Missing/Incomplete Components"	
.14(2)-CPR missing,.14(2)-First Aid Missing	
Staff # 5	Not Met
Date of Hire: 08/28/2017	
"Missing/Incomplete Components"	
.14(2)-CPR missing,.14(2)-First Aid Missing	
Staff # 9	Not Met
Date of Hire: 02/27/2026	
"Missing/Incomplete Components"	
.14(2)-CPR missing,.14(2)-First Aid Missing	
Staff # 10	Not Met
Date of Hire: 08/12/2026	Reminder - Health & Safety training is required within 90 calendar days of hired
"Missing/Incomplete Components"	
.14(2)-CPR missing,.14(2)-First Aid Missing	
Staff # 11	Not Met
Date of Hire: 08/10/2026	Reminder - Health & Safety training is required within 90 calendar days of hired
"Missing/Incomplete Components"	
.14(2)-CPR missing,.14(2)-First Aid Missing	
Staff # 12	Not Met
Date of Hire: 08/21/2013	
"Missing/Incomplete Components"	
.14(2)-CPR missing,.14(2)-First Aid Missing	
Staff # 13	Not Met
Date of Hire: 01/20/2025	
"Missing/Incomplete Components"	
.14(2)-CPR missing,.14(2)-First Aid Missing	
Staff # 14	Not Met

Date of Hire: 06/28/2021

"Missing/Incomplete Components"

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

Staff # 15 Not Met

Date of Hire: 06/19/2026

"Missing/Incomplete Components"

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

Staff # 18 Not Met

Date of Hire: 08/10/2020

"Missing/Incomplete Components"

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

Staff # 19 Not Met

Date of Hire: 12/01/2025

"Missing/Incomplete Components"

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

Staff # 21 Not Met

Date of Hire: 06/23/2025

"Missing/Incomplete Components"

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

Staff # 22 Not Met

Date of Hire: 09/30/2025

"Missing/Incomplete Components"

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

Staff # 23 Not Met

Date of Hire: 04/10/2026

"Missing/Incomplete Components"

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

Staff # 24 Not Met

Date of Hire: 09/30/2019

"Missing/Incomplete Components"

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

Staff # 26 Not Met

Date of Hire: 01/28/2026

"Missing/Incomplete Components"

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

Staff # 27 Not Met

Date of Hire: 05/27/2025

"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.

591-1-1-.14 First Aid & CPR(CR) **Not Met**

Finding
591-1-1-.14(1)(a) requires all Staff who provide direct care to children must obtain certification in a biennial training program in pediatric cardiopulmonary resuscitation (CPR) and a triennial training program in pediatric first aid within the first 45 days of employment. Current and valid evidence of the successful completion of such training shall be maintained on the Center's premises. The hours obtained completing this certification will not count towards the required annual training hours. It was determined based on a review of staff files that staff members #1, #2, #3, #4, #5, #9, #10, #11, #12, #13, #14, #15, #18, #19, #21, #22, #23, #24, #26, and #27did not have evidence of face to face CPR certification.

POI (Plan of Improvement)
All caregiver Staff will complete the required training. The Director will send copies via email verification of completed CPR/First Aid certification to the consultant upon completion and will develop a plan to ensure all caregiver Staff have completed this training within the first 45 days of employment and that evidence of successful completion of the training is on file available for inspection.

Correction Deadline: 9/25/2026

Finding
591-1-1-.14(2)(b) requires that there must always be one staff person present in each classroom where children are present that has current and valid pediatric cardiopulmonary resuscitation (CPR) and pediatric first aid training. It was determined based on a review of staff files that staff members #1, #14, #19, #21, #23, and #26 did not have evidence of face to face CPR certification.

POI (Plan of Improvement)
The Director will schedule and/or position caregiver Staff throughout the Center to ensure at least one currently pediatric CPR and First Aid trained Staff person is present in each classroom where children are present.

Correction Deadline: 9/25/2026

Finding
591-1-1-.14(2)(c) requires that during any field trip or transportation of children, there must always be a staff member present who has current evidence of the successful completion of pediatric cardiopulmonary resuscitation (CPR) and pediatric first aid. It was determined based on a review of staff files that staff members #10 and #27 did not have evidence of face to face CPR certification.

POI (Plan of Improvement)
The Director will schedule and/or position caregiver Staff to ensure at least one currently pediatric CPR and First Aid trained Staff person is present during all field trips or transportation of children.

Correction Deadline: 9/25/2026

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

Comment
Staff observed to be compliant with applicable laws and regulations.

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
Adequate supervision observed on this date.