



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: 7/23/2025 **VisitType:** Initial Licensing Study **Arrival:** 8:35 AM **Departure:** 2:00 PM

CCLC-66476

Tender Hearts Learning academy

7188 Turner Lake Circle Covington, GA 30014 Newton County
 (678) 559-5991 Tenderheartslarningacademy@gmail.com

Application Services Unit Lead

Yolanda Harris

Phone: (679) 739-7046

Fax:

yolanda.harris@decal.ga.gov

Mailing Address
 Same

Quality Rated: No

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.
07/23/2025	Initial Licensing Study	Good Standing	
			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 Building	Room A-1st R-4 year olds		0	0	C	19	C	NA	NA	
Main Building	Room B-2nd R-3year olds		0	0	C	19	C	NA	NA	
Main Building	Room C-3rd R-Toddlers		0	0	C	19	C	NA	NA	
Main Building	Room D- 4th R-1 year olds		0	0	C	19	C	NA	NA	
Main Building	Room E-5th R		0	0	C	0	C	NA	NA	
Main Building	Room F-6th R		0	0	C	0	C	NA	NA	
Main Building	Room I-3rd L-School Age		0	0	C	19	C	NA	NA	
Main Building	Room J-2nd L-Infants		0	0	C	19	C	NA	NA	
Main Building	Room K-Cafeteria		0	0	C	0	C	NA	NA	
Total Capacity @35 sq. ft.: 114			Total Capacity @25 sq. ft.: 0							
Total # Children this Date: 0			Total Capacity @25 sq. ft.: 0							

Building	Playground	Playground Occupancy	Playground Compliance
Main Building	Main Playground	46	C

Comments

On this date the provider received a final license, July 23, 2025. The provider does not carry liability insurance. The license capacity is 114 children.

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.decgal.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

You have received permission to operate and the form received with this report is intended to serve as a temporary license which is **valid for thirty(30) days**. Your actual license/ will be emailed to you upon receipt of the licensing fee. You may pay the licensing fee either online at <http://www.decgal.ga.gov/> or by certified check or money order mailed to: Bright from the Start, 2 Martin Luther King Jr. Drive SE, Suite 670 East Tower, Atlanta, GA 30334

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@decgal.ga.gov for more information. Free technical assistance is available!



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(Findings Report)

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The following information is associated with a ILS:

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.

Comment

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

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

Met

Comment

Center does not provide swimming activities. No pool observed on site on this date.

Facility

591-1-1-.06 Bathrooms

Met

Comment

Please monitor bathrooms for necessary supplies.

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

Met

Comment

The overall licensed capacity is 114 children.

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

Met

Comment

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

Comment

The Center appeared clean and well maintained on this date.

591-1-1-.26 Playgrounds(CR)

Met

Comment

Playground observed to be clean and in good repair on this date.

Technical Assistance

591-1-1-.26(8) - Consultant discussed with the provider to ensure all fall zones have required resilience surfacing.

Correction Deadline: 8/2/2025

Technical Assistance

591-1-1-.26(9) - Consultant discussed with the director to ensure all equipment is free of chipping paint and rust.

Correction Deadline: 7/23/2025

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

There were no children enrolled in the program on this date. Proper diaper facilities were observed with warm running water and proper ventilation.

Staff stated proper procedures. Sinks with warm running water adjacent to proper diapering surfaces in all classrooms approved for diapering.

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

There were no children enrolled on this date. Proper hand washing of children and staff was discussed with the director on this date.

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

Discussed proper medication documentation, administration, storage and procedures.

Safety**591-1-1-.36 Transportation(CR)****Met****Comment**

Center does not provide routine transportation or field trips. Consultant discussed transportation requirements if/when the facility decides to incorporate transportation. The center will contact their regional consultant and complete the required two(2) hour transportation training prior to transporting children.

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

Eight cribs were present meeting safety compliance with Consumer Product Safety Commission (CPSC) and American Society of Testing and Materials International (ASTM) safety standards as they were manufactured in 10/11-10/12 . Consultant discussed safe sleeping requirements with the director during the inspection visit.

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**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****Comment**

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

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

Staff observed to be compliant with applicable laws and regulations.

591-1-1-.32 Staff:Child Ratios and Group Size(CR)**Met****Comment**

Consultant discussed ratios with director on this date.

591-1-1-.32 Supervision(CR)**Met****Comment**

A supervision plan was created on this date for the playground and the cafeteria due to shape.

Comment

There were no children enrolled on this date. Proper supervision of children, including being prompt to children's needs, was discussed with the director on this date.

Adequate supervision was discussed.