



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: 4/21/2026 VisitType: Licensing Study

Arrival: 9:50 AM Departure: 11:25 AM

FR-52781

Heyward, Olivia Denise-Shantell

1645 Glen Ridge Drive Savannah, GA 31415 Chatham County
(912) 323-7334

Regional Consultant

Dayna Glover

Phone: (770) 357-7050

Fax: (770) 357-7049

dayna.glover@dec.al.ga.gov

Mailing Address

Same

Quality Rated: ★ ★ ★

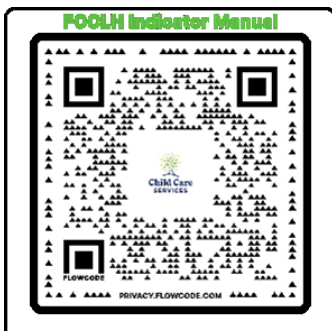
Compliance Zone Designation			Compliance Zone Designation - A summary measure of a program's 12 month monitoring history, as it pertains to child care health and safety rules. The three compliance zones are good standing, support, and deficient.
04/21/2026	Licensing Study	Good Standing	
08/11/2025	Complaint Closure	Good Standing	
08/11/2025	Complaint Investigation & Monitoring Visit	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.

Ratio Capacity					
Age Ranges	Children Present	Child For Pay	CAPS	Not for Pay	Provider Children
Infant (0-11 mos)	0	0	0	0	0
1 & 2 Years	3	1	0	2	0
3 & 4 Years	8	5	0	4	0
School Age(5+) Years	0	0	0	0	0
Total Under 13 Years	11	6	0	6	0
Total Under 18 Years	11				
Children Present: 11 Total Children: 12					
Caregivers/Helpers Present: 5 Total Caregivers/Helpers: 2					

Comments

The findings of this report were reviewed with the Provider on this date.

Plan of Improvement: No Plan Developed



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.dec.al.ga.gov/CCS/RulesAndRegulations.aspx>.

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!



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

Summary Report

Date: 4/21/2026 VisitType: Licensing Study

Arrival: 9:50 AM Departure: 11:25 AM

FR-52781

Heyward, Olivia Denise-Shantell

1645 Glen Ridge Drive Savannah, GA 31415 Chatham County
(912) 323-7334

Regional Consultant

Dayna Glover

Phone: (770) 357-7050

Fax: (770) 357-7049

dayna.glover@dec.al.ga.gov

Mailing Address

Same

The following information is associated with a Licensing Study:

Activities and Equipment

290-2-3-.12 Equipment and Supplies(CR)

Met

Comment

Toys and equipment observed to be clean and safe from hazardous conditions.

290-2-3-.19 Infant-Sleeping Safety Requirements(CR)

Not Evaluated

Comment

Currently the provider is not caring for infants. (This rule was not evaluated on this date)

290-2-3-.07 Swimming Pools & Water-related Activities(CR)

N/A

Comment

Home does not provide swimming activities.

Facility

290-2-3-.11 Physical Plant - Safe Environment(CR)

Met

Comment

No hazards observed accessible to children on this date.

290-2-3-.13 Physical Plant-Structural/Mechanical(CR)

Met

Comment

The Home appeared clean and free from hazards.

290-2-3-.13 Playgrounds(CR)

Met

Comment

The outside area appeared clean and well maintained.

Food Service

290-2-3-.10 Food Service & Nutrition

Met

Comment

CACFP Meal Pattern Requirements: 3 Components for breakfast: Grains, Vegetables, Fruits or both, Milk 5 Components for lunch – Grains, Meat/Meat alternates, Fruits, Vegetable, and Milk OR Grains, Meat/Meat alternates, 2 different types of vegetables, and Milk 2 of 5 Components for snack Provided Updated CACFP Infant Meal pattern and Child/Adult Meal pattern flyers. The Crediting Handbook for the CACFP can be located on DECAL and USDA's website: DECAL <http://dec.al.ga.gov/CACFP/Handbook.aspx> USDA <http://www.fns.usda.gov/cacfp/cacfp-handbooks>

Health and Hygiene

290-2-3-.11 Children's Health and Hygiene(CR)	Met
--	------------

Comment

Proper hand washing observed throughout the Home.

290-2-3-.11 Diapering Areas & Practices(CR)	Met
--	------------

Comment

Staff stated proper knowledge of diapering procedures.

290-2-3-.11 Medications(CR)	N/A
------------------------------------	------------

Comment

Per the provider no medication is currently dispensed

Licensure

290-2-3-.04 Application Requirements(CR)	Met
---	------------

Comment

Appropriate number of children observed in Family Child Care Learning Home this date.

Safety and Discipline

290-2-3-.11 Animals	N/A
----------------------------	------------

Comment

The Family Child Care Learning Home does not keep animals on premises.

290-2-3-.11 Discipline(CR)	Met
-----------------------------------	------------

Comment

The provider and/or the home's employee were observed to maintain a positive learning environment on this date.

290-2-3-.11 First Aid Kit	Met
----------------------------------	------------

Comment

Complete first aid kit observed in the Family Child Care Learning Home

290-2-3-.11 Transportation(CR)	N/A
---------------------------------------	------------

Comment

The provider does not provide routine transportation.

Staff Records

290-2-3-.21 Criminal Records and Comprehensive Background Checks(CR)	Met
---	------------

Comment

Criminal records checks were observed to be complete.

290-2-3-.07 First Aid & CPR(CR)	Met
--	------------

Comment

Evidence observed that the Provider was certified in pediatric First Aid and CPR on this date.

290-2-3-.07 Staff Qualifications(CR)	Met
---	------------

Comment

Staff observed to be compliant with applicable laws and regulations.

Staff:Child Ratios and Supervision

290-2-3-.07 Staff:Child Ratios(CR)	Met
---	------------

Comment

Appropriate ratios were observed on this date.

Comment

Adequate supervision observed on this date.