



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: 5/13/2026 VisitType: Monitoring Visit

Arrival: 10:45 AM Departure: 5:45 PM

CCLC-35240

Primrose School of Five Forks

3030 River Dr. Lawrenceville, GA 30044 Gwinnett County
(770) 985-0028

Lead Consultant

Dianne Clarke

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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.
05/13/2026	Monitoring Visit	Good Standing	
11/04/2025	Complaint Closure	Good Standing	
10/28/2025	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.

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	One Year Olds	2	14	C	12	NC	NA	NA	Free Play
Main	B/2L	One Year Olds and Two Year Olds	4	21	NC	20	NC	NA	NA	Outside,Transiti oning
Main	C/3L	Two Year Olds and Three Year Olds	2	18	C	22	C	NA	NA	Outside
Main	D/4L	Three Year Olds	2	20	C	20	C	NA	NA	Circle Time,Story
Main	E/5L	Three Year Olds and Four Year Olds	2	18	C	20	C	NA	NA	Centers,Outside
Main	F/1R	Infants and One Year Olds	3	12	C	11	NC	NA	NA	Feeding,Free Play,Nap
Main	F/1R Back		0	0	C	11	C	NA	NA	Not In Use
Main	G/2R	Three Year Olds and Four Year Olds	2	18	C	21	C	NA	NA	Story
Main	H/3R	Five Year Olds	2	15	C	20	C	NA	NA	Outside,Transiti oning
Main	I/4R	Five Year Olds and Six Year Olds and Over	2	15	C	22	C	NA	NA	Outside,Transiti oning,Centers
Total Capacity @35 sq. ft.: 179					Total Capacity @25 sq. ft.: 0					
Total # Children this Date: 151					Total Capacity @25 sq. ft.: 0					

Building	Playground	Playground Occupancy	Playground Compliance
Main	A/R Font/Patch	16	C

Main	B/R Rear	53	C
Main	C/L Front	25	C
Main	D/L Rear	38	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
16	14	20	19	8	0	61

Comments

Be sure to enter all temporary closures by 7 a.m. (vacation, emergencies, school closures, inclement weather, holidays etc...) in DECAL KOALA under the Required Report tab whenever your facility is temporarily closed when you are not caring for children for one or more days. Be sure to SAVE the report before exiting.

All amendments are required to be electronically submitted in DECAL KOALA.

Please be sure to hide staff who are no longer employed in your DECAL KOALA account. Please reach out for help with this, if needed.

Please ensure that the 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. (if applicable)

Please remember that the transportation training certificates must be completed prior to participating in transportation and renewed every two years for anyone checking the vehicle, chaperoning on a trip, and signing the checklist, including the director. Please ensure that directors complete the transportation training upon being hired at the center. Please ensure to contact your consultant for guidance if you have not been conducting transportation before you plan to conduct transportation in the future. (if applicable)

****There is a free Transportation Training available on OLLI in Georgia PDS (GaPDS). Health and Safety Orientation Training 15-hour course is available free online in OLLI (staff must successfully complete all three trainings to meet licensing requirements). PLEASE NOTE: If the Health & Safety Orientation Training date is outside of the previous 12 months, the training was not approved for 10 credit hours, or the training certificate is not documented in the employee's GaPDS account, the Staff person will be required to take this training again, within their first 90 days of employment at a new facility. Reminder: Health and Safety Orientation Training can only be taken once every five years.**

Talk about updated orientation checklist.

Discussed indicator manual and utilizing it.

Discuss updated Transportation forms including sample as of October 1, 2023, use immediately (if applicable).

Discussed regarding ensuring to complete rechecks for Criminal Records checks at least 90 days before the five-year expiration. Suggestion: Check monthly or sooner to ensure that staff's criminal records checks are not expiring.

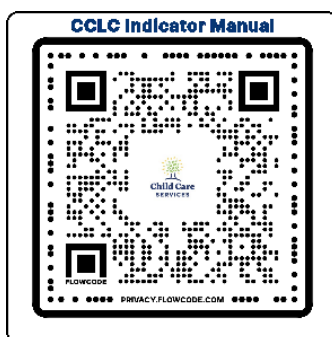
Don't forget to post a new license annually.

Discussed regarding nap/crib mats regarding not using tape to repair; must replace (if applicable).

Recent Changes/Updates: Core Rule: CPR and First Aid will be due within 45 days. 2 hours of Language and Literacy/2 hours of Health and Safety training annually beginning July 1, 2025, a required for all staff. Also, SUID (Sudden Unexpected Infant Death Syndrome formerly SIDS) must be included on the orientation checklist along with abusive head trauma. ****Please don't forget to add to your childcare policies and procedures concerning expulsion, suspension, and practices followed to prevent shaken baby syndrome and abusive head trauma.**

Provided Chop, Look, Listen Information

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>.

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

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The following information is associated with a Monitoring Visit:

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.

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

Met

Comment

Center does not provide swimming activities.

Facility

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

Not Met

Finding

591-1-1-.19(1) requires a Center to provide 35 square feet of usable space per child, which will determine the Center's License capacity. It was determined based on observation that there were 21 children in a space licensed for 20, in the B/2L classroom.

POI (Plan of Improvement)

The Center will limit the number of children in this space to the licensed capacity.

Correction Deadline: 5/13/2026

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 following hazards were observed accessible:

-B/2L: In an unlocked cabinet beneath the diaper changing table, sun tan lotions, Lysol sprays and Lysol wipes were accessible.

-D/4L: Sunscreen and healing jelly were observed to be accessible in a child's bag. Also, a toilet brush was observed in the girls and boys bathroom that is shared with the E/5L classroom.

-E/5L: Sunscreen was observed to be accessible in a child's bag.

-G/2R: A toilet brush was observed in the girls and boys bathroom.

-H/3R: In a cabinet where the latch was not working properly, beneath the adult sink., multi-purpose cleaner and an empty plastic grocery bag were accessible. Also, sunscreen was observed to be accessible in a child's bag.

-I/4R: A toilet brush was observed accessible in the boys and girls bathroom which is shared with H/3R classroom. Also, sunscreen and diaper cream was observed in a child's bag.

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. The staff removed the sunscreen and diaper cream during the visit.

Correction Deadline: 5/13/2026

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

591-1-1-.26(4) - Please keep an eye on the fence to ensure that there is not gaps at the bottom more than three and a half inches.

Correction Deadline: 5/13/2026

Technical Assistance

591-1-1-.26(9) - Please ensure that there are no hazards accessible on the playground areas at all times on the first right playground.

Correction Deadline: 5/13/2026

Health and Hygiene**591-1-1-.07 Children's Health****Met**

Correction Deadline: 11/4/2025

Corrected on 5/13/2026

.07(3) - The previous citation was observed corrected on this date. The director stated that they began posting when a child has an illness on the classroom doors by the directors.

591-1-1-.10 Diapering Areas & Practices(CR)**Not Met****Finding**

591-1-1-.10(4) requires that if diapers are changed on a diaper changing surface, the surface shall be smooth, nonporous, and equipped with a guard or rails to prevent falls. Between each diaper change, the diaper changing surface shall be cleaned with a disinfectant and dried with a single-use disposable towel. It was determined based on observation that the staff did not clean the diaper surface between diapering in the A/1L classroom.

POI (Plan of Improvement)

The Center will ensure there is a smooth, nonporous changing surface that has a guard or rails for safety in each classroom that houses children wearing diapers. Center Staff will be trained and have adequate supplies to properly clean the diaper changing surface between each diaper change.

Correction Deadline: 5/13/2026

591-1-1-.17 Hygiene(CR)**Not Met****Finding**

591-1-1-.17(7) requires that children wash their hands with liquid soap and warm running water upon arrival for care, when moving from one child care group to another, upon re-entering the child care area after outside play, before and after eating meals and snacks, handling or touching food, playing in water; after toileting and diapering, playing in sand, touching animals or pets, and contact with bodily fluids and after contamination by any other means. It was determined based on observation that the staff did not wash two children's hands after diapering.

POI (Plan of Improvement)

The Center will train Staff on required handwashing for children and Staff will ensure children's hands are washed when required. The Director will monitor for compliance.

Correction Deadline: 5/13/2026

Finding

591-1-1-.17(8) requires staff to wash their hands with liquid soap and warm running water upon arrival for the day, when moving from one child care group to another, upon re-entering the child care area after outside play, before and after diapering each child, dispensing medication, applying topical medications, handling and preparing food, eating, drinking, preparing bottles, feeding each child, assisting children with eating and drinking, after toileting or assisting children with toileting, using tobacco products, handling garbage and organic waste, touching animals or pets, handling bodily fluids and after contamination by any means. It was determined based on observation that staff did not wash their hands after diapering two children.

POI (Plan of Improvement)

The Center will ensure liquid soap and warm running water are available for handwashing, train Staff on the handwashing requirements, review the requirements with Staff periodically, and monitor handwashing.

Correction Deadline: 5/13/2026

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**

Age-appropriate discussion and/or redirection observed.

591-1-1-.36 Transportation(CR)**Not Met****Finding**

591-1-1-.36(4)(f)1. requires that all transported children be secured in a child passenger restraining system or seat safety belt in accordance with current state and federal laws and regulations and according to manufacturer's directions. It was determined based on observation that the following seat belts were in need of repair:

-Vehicle tag number RMQ 9738: The first right aisle seat belt was frayed, and the first right window seat belt, the third left window seat belt, the third right seat belt, the fourth window seat belt and the fourth left single seat belts were inverted.

-Vehicle tag number PFE 7679: The second left aisle seat belt had a knot.

-Vehicle tag number PFE 7685: The first left aisle seat belt, the second right aisle seat belt, the second left aisle seat belt, the third right aisle seat belt, and the fourth right aisle seat belts were inverted.

POI (Plan of Improvement)

The Center will ensure that manufacturer directions and state and federal laws are met when using child passenger restraining systems and seat safety belts. The director stated that they will use their other buses until the seat belts are fixed and will ensure that the seat is not used by informing the driver.

Correction Deadline: 5/31/2026

Technical Assistance

591-1-1-.36(7)(b) - Please ensure that all information is completed on the emergency medical form including physician's information and medical facility that the center uses.

Correction Deadline: 5/14/2026

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

Pleasant naptime environment observed.

Staff Records**Records Reviewed: 31****Records with Missing/Incomplete Components: 2**

Staff # 5

Not Met

Date of Hire: 07/28/2025

"Missing/Incomplete Components"

.31(2)(b)2.-Staff Qualifications-Education Missing

Staff # 17

Not Met

Date of Hire: 12/02/2025

"Missing/Incomplete Components"

.33(3)-Health & Safety Certificate

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

Criminal record checks were observed to be complete.

-Please ensure that applicants/staff are listing exact dates (including month/day/year) on 10-year work history form in order to determine any breaks in service from the childcare industry.

-Please ensure that all staff, volunteers, independent contractors, substitutes, therapists, etc...has their records check electronically ported to the center's list in KOALA before being present at the facility.

-Please ensure that records checks are redone if there is a six-month (180 calendar days) break in service from the childcare industry.

-Please also ensure that satisfactory records checks are updated before the expiration date.

-Ensure that all therapists and other independent contractors have an updated records check on file, before being present at the center or home or ensure that the individual is supervised at all times by a staff member who has a comprehensive records check if they do not have a records check on file.

-Please ensure that staff with a national background check is always present with a staff member who has a comprehensive background check. Staff should never be by themselves.

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-.33 Staff Training**Technical Assistance****Technical Assistance**

591-1-1-.33(3)(a)-(k) - New - Please ensure that the ten hours of Health and Safety Orientation training is completed for staff.

Correction Deadline: 6/12/2026

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

591-1-1-.32(7) requires that children be supervised at all times appropriate to the individual age, needs and capabilities of each child. Such supervision must include, but not be limited to, indoor and outdoor activities, mealtimes, naptime, transportation, field trips, and transitions between activities. "Supervision" means that the appropriate number of Staff members are physically present in the area where children are being cared for and are providing watchful oversight to the children, volunteers and Students-in-Training. The persons supervising in the child care area must be alert, positioned to maximize their ability to hear and see the children at all times, and able to respond promptly to the needs and actions of the children being supervised, as well as the actions of the volunteers and Students-in-Training, and provide timely attention to the children's actions and needs. Staff shall be attentive and participating with all children during mealtimes and shall be seated within an arm's length away from children thirty-six (36) months of age and younger. It was determined based on observation that staff were not seated with arm length during mealtime in the A/1R, B/2L, and C/3L classrooms.

POI (Plan of Improvement)

The Center will train Staff and monitor to ensure they are providing supervision and watchful oversight to the children at all times.

Correction Deadline: 5/13/2026