



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: 3/9/2026

VisitType: Incident Investigation/Licensing Study

Arrival: 11:20 AM **Departure:** 6:35 PM

CCLC-24259

Five Star Academy

97 Ozora Rd. Loganville, GA 30052 Gwinnett County
 (678) 638-7827

Lead Consultant

Dianne Clarke

Phone: (770) 357-4923

Fax: (770) 357-4922

dianne.clarke@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.
03/09/2026	Incident Investigation/Licensing Study	Deficient	
02/10/2026	TA Follow Up	NA	
01/15/2026	TA Follow Up	NA	

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 1R		0	0	C	17	C	NA	NA	Not In Use
Main	B 2R	Infants	2	3	C	19	C	NA	NA	Floor Play,Lunch
Main	C 3R	One Year Olds	3	12	C	18	C	NA	NA	Nap,Lunch
Main	D 4R	Two Year Olds and Three Year Olds	3	15	C	24	C	NA	NA	Lunch,Nap
Main	E 3L Back		0	0	C	22	C	NA	NA	Not In Use
Main	F L 1R	Three Year Olds and Four Year Olds	2	10	C	16	C	22	C	Nap,Lunch
Main	G L 2R	Three Year Olds	3	16	C	21	C	NA	NA	Transitioning,Lunch,Nap
Main	H 1L	GA PreK	2	20	C	22	C	29	C	Lunch,Circle Time,Music
Main	I 2L	GA PreK	2	18	C	22	C	29	C	Transitioning,Lunch
Main	J R 1L	Four Year Olds	2	12	C	22	C	31	C	Centers,Nap
Total Capacity @35 sq. ft.: 203			Total Capacity @25 sq. ft.: 203							
Total # Children this Date: 106			Total Capacity @35 sq. ft.: 203							
			Total Capacity @25 sq. ft.: 203							

Building	Playground	Playground Occupancy	Playground Compliance
Main	PG A 5-12 years	159	C
Main	PG B 1-4 Years	56	C
Main	PG C Infant	18	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
5	14	20	26	34	25	20

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.

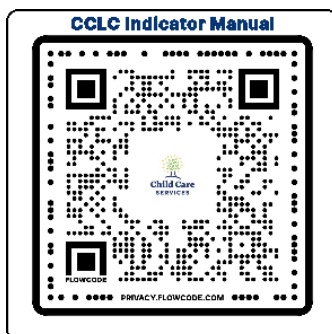
Don't forget to post a new license annually.

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.**

There was an issue with VPN and a DocuSign form was completed.

Plan of Improvement: To Be Submitted 03/23/2026



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.dec.al.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.dec.al.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@dec.al.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 Licensing Study 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.

Children's Records

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

Not Met

Technical Assistance

591-1-1-.08(1) - Please ensure that all families complete the required information on their enrollment application.

Correction Deadline: 3/9/2026

Finding

591-1-1-.08(6) requires the Center to maintain records of a child's daily arrival and departure for the twelve (12) preceding months that the Parent or person(s) authorized by the Parent documents, in written or electronic format, each time the Parent or authorized person drops off and picks up the child. The documentation shall include at least the date, the child's name, the arrival and departure times, and the signature or initials of the Parent or authorized person at the time of arrival and departure. These records shall be made available to the Department in printed or written form upon request. It was determined based on a review of records that the arrival and departure times were not observed to be completed by the parent.

	Facility
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Met

Not Met

Met

	Food Service
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Not Met

Health and Hygiene

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

Proper diapering procedures observed.

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

Proper hand washing observed throughout the center on this date.

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

The Provider currently does not dispense/administer medication.

Safety

591-1-1-.11 Discipline(CR)**Met****Comment**

Age-appropriate discussion and/or redirection observed.

591-1-1-.13 Field Trips(CR)**Not Met****Finding**

591-1-1-.13(6) requires Center Staff to have emergency medical information on each child who goes on a field trip that includes allergies, special medical needs and conditions, current prescribed medications required to be taken on a daily basis for a chronic condition, the name and phone number of the child's doctor, the local medical facility the Center uses in the area where the Center is located, and the telephone numbers where the parent can be reached. The emergency medical information shall be left at the Center as well as taken on the trip in the possession of the adult in charge of the trip. It was determined based on a review of records that five children did not have evidence of their medical emergency form and four children were missing their physician's information and were transported on a field trip.

Correction Deadline: 3/9/2026

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

591-1-1-.36(4)(b) - Please ensure that the seats on the vehicle tag number RCI 5063 are repaired when there is a tear.

Correction Deadline: 3/10/2026

Finding

591-1-1-.36(7)(d)1. requires that the first check be conducted immediately upon unloading the last child at any location including, but not limited to, a field trip destination, arrival at the Center, and the last stop during transportation to home or school. The responsible person on the vehicle shall physically walk through the entire vehicle; visually inspect all seat surfaces, under all seats and in all compartments or recesses in the vehicle's interior; sign the passenger transportation checklist (s), indicating all of the children have exited the vehicle; and give the passenger transportation checklist(s) to the second designated Staff person. It was determined based on a review of documents that the first check was not recorded on the field trip to Suwanee Splash Pad on the second page of the checklist on July 24, 2025.

Correction Deadline: 3/10/2026

Finding

591-1-1-.36(7)(d)2. requires that the second designated Staff person conduct a check of the vehicle immediately upon the completion of the first check of the vehicle. The responsible person shall physically walk through the entire vehicle; visually inspect all seat surfaces, under all seats and in all compartments or recesses in the vehicle's interior; and sign the passenger transportation checklist(s), indicating all of the children have exited the vehicle. There shall be continuous watchful oversight of the vehicle between the first check and second check. It was determined based on a review of records that the second check was not recorded on the first page of the checklist for a field trip to Suwanee Splash Pad on July 24, 2025.

Correction Deadline: 3/9/2026

Sleeping & Resting Equipment

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

Met

Comment

Pleasant naptime environment observed.

Staff Records

Records Reviewed: 29

Records with Missing/Incomplete Components: 2

Staff # 1

Not Met

Date of Hire: 01/07/2019

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training

Staff # 21

Not Met

Date of Hire: 08/05/2025

"Missing/Incomplete Components"

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

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.

Met

Comment

Evidence observed of 100% of center Staff certified in First Aid and CPR containing emergency care for infants and children on this date.

Not Met

Finding

591-1-1-.33(3)(a)-(k) requires each Staff member with direct care responsibilities to complete health and safety orientation training within the first 90 days of employment. The state-approved training hours obtained will count toward required first year training hours. The training must address the following health and safety topics:

- a) prevention and control of infectious diseases (including immunizations); b) prevention of sudden infant death syndrome and use of safe sleeping practices; c) administration of medication, consistent with standards for parental consent; d) prevention of and response to emergencies due to food and allergic reactions; e) building and physical premises safety, including identification of and protection from hazards that can cause bodily injury such as electrical hazards, bodies of water, and vehicular traffic; f) prevention of shaken baby syndrome, abusive head trauma and child maltreatment; g) emergency preparedness and response planning for emergencies resulting from a natural disaster or a human-caused event (such as violence at a child care facility); h) handling and storage of hazardous materials and the appropriate disposal of bio contaminants; i) precautions in transporting children; j) recognition and reporting of child abuse and neglect; and k) child development to include all major domains: cognitive; social and emotional; physical development and motor skills; communication, language, and literacy; and approaches to play and learning.

It was determined based on a review of records that staff #17, hired on July 14, 2025, did not have evidence of Health and Safety Orientation Training.

[illegible]

Correction Deadline: 4/8/2026

Finding

591-1-1-.33(5)(a) 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 offered by an accredited college, university or vocational program or other Department-approved source. It was determined based on a review of records that staff #1, hired on October 28, 2024, did not have evidence of ten hours of annual training for 2025.

Correction Deadline: 4/8/2026

Finding

591-1-1-.33(5)(b)1. requires the annual ten (10) clock hours of training shall include at least two (2) hours in evidence based, developmentally appropriate language and literacy practices. It was determined based on a review of records that the following staff did not have evidence of two hours of language and literacy training on file:

- Staff #1, hired on October 28, 2024
 - Staff #2, hired on June 9, 2025
 - Staff #4 hired on August 6, 2024
 - Staff #5 hired on June 13, 2018
 - Staff #6, hired on April 12, 2013
 - Staff #8, hired on August 9, 2023
 - Staff #9, hired on September 29, 2025
 - Staff #10, hired on September 14, 2022
 - Staff #11, hired on July 10, 2023
 - Staff #12, hired on August 14, 2025
 - Staff #13, hired on April 4, 2022
 - Staff #14, hired on September 17, 2018
 - Staff #15, hired on September 26, 2025
 - Staff #16, hired on September 13, 2024
 - Staff #17, hired on July 14, 2025
 - Staff #18, hired on March 31, 2025
 - Staff #19, hired on November 11, 2024
 - Staff #21, hired on August 5, 2025
 - Staff #22, hired on June 17, 2024
 - Staff #23, hired on June 6, 2025
 - Staff #24, hired on May 30 ,2023
 - Staff #25, hired on August 28, 2023
 - Staff #27, hired on October 2, 2017
 - Staff #28, hired on October 18, 2025
- -----

Correction Deadline: 4/8/2026

Finding

591-1-1-.33(5)(b)(2)(i)-(iv) requires the annual ten (10) clock hours of training shall include at least two (2) hours in on-going child development and health and safety related topics, which could include, but not be limited to:

(i) Child development (e.g., developmental domains (cognitive; social and emotional; physical development and motor skills; communication, language, and literacy; approaches to play and learning), discipline and guidance techniques, children with special needs); (ii) Health (e.g., nutrition and the support of breast feeding, physical activity, prevention and control of illnesses and infectious diseases, immunizations, prevention of and response to emergencies due to food and allergic reactions, cleanliness, sanitation, and the appropriate disposal of bio contaminants); (iii) Safety (e.g., prevention of Sudden Unexpected Infant Death (SUID) which includes Sudden Infant Death Syndrome (SIDS) and the use of safe sleeping practices, medication administration, injury control and prevention, transportation, handling and storage of hazardous materials, identification of and protection from hazards that can cause bodily injury such as electrical hazards, bodies of water, and vehicular traffic, and emergency preparedness planning and response); (iv) Child abuse and neglect (e.g., identification and reporting, meeting the needs of abused and/or neglected children, prevention of shaken baby syndrome, abusive head trauma and child maltreatment). It was determined based on a review of records that the following staff did not have evidence of two hours of child development and health and safety training on file:

- Staff #8, hired on August 9, 2023
- Staff #9, hired on September 29, 2025
- Staff #15, hired on September 26, 2025
- Staff #17, hired on July 14, 2025
- Staff #21, hired on August 5, 2025
- Staff #28, hired on October 18, 2025

Correction Deadline: 4/8/2026

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

Not Met

Finding

591-1-1-.31(2)(b)2. requires teachers and lead caregivers to meet minimum academic requirements and qualifying experience at the time of employment. It was determined based on a review of records that staff #21 hired on August 5, 2025, did not have evidence of education credential.

Correction Deadline: 6/30/2026

Staffing and Supervision

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

Met

Comment

Center observed to maintain appropriate staff:child ratios.

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 observed to not be seated within arm's length during mealtimes in the B 2R, C 3R, and D 4R classrooms.

Correction Deadline: 3/9/2026