**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:** 9/24/2026 **VisitType:** Licensing Study **Arrival:** 11:30 AM **Departure:** 2:40 PM

**CCLC-66194**
**Primrose School of Harmony on the Lakes**
404 Argonne Terrace Holly Springs, GA 30115 Cherokee County
(770) 704-0721

Regional Consultant
Megan OMary
Phone: (770) 876-1180
Fax:
megan.omary@decal.ga.gov

**Mailing Address**
Same

**Quality Rated:** No

| Compliance Zone Designation | | |
|---|---|---|
| 09/24/2026 | Licensing Study | Good Standing |
| 03/10/2026 | Monitoring Visit | Good Standing |
| 02/04/2026 | Incident Investigation Closure | 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- First Right- Infants | Infants | 3 | 10 | C | 8 | NC | NA | NA | Free Play,Feeding,Nap |
| Main | B- First Left- 7 months to 13 months | Infants and One Year Olds | 2 | 10 | C | 12 | C | NA | NA | Lunch,Floor Play |
| Main | C- 2nd Left-13 months-22 months | One Year Olds | 2 | 8 | C | 12 | C | NA | NA | Lunch |
| Main | D- 3rd Left- 18 months to 32 months | One Year Olds and Two Year Olds | 2 | 7 | C | 16 | C | NA | NA | Circle Time |
| Main | E- Fourth Left- Two Year Old | One Year Olds | 1 | 8 | C | 16 | C | NA | NA | Free Play,Story |
| Main | F- Early Preschool 2 | Two Year Olds | 2 | 8 | C | 24 | C | NA | NA | Story |
| Main | G- Preschool Pathways | Two Year Olds and Three Year Olds | 2 | 8 | C | 24 | C | NA | NA | Story |
| Main | H- Pre-K 1 | Four Year Olds and Five Year Olds and Six Year Olds and Over | 2 | 19 | C | 24 | C | NA | NA | Centers |
| Main | I- Preschool 1 | Three Year Olds and Four Year Olds | 2 | 13 | C | 24 | C | NA | NA | Story |
| Main | J- Preschool 2 | Three Year Olds | 2 | 14 | C | 24 | C | NA | NA | Centers |
| | | Total Capacity @35 sq. ft.: 184 | | | | Total Capacity @25 sq. ft.: 0 | | | | |
| Total # Children this Date: 105 | | Total Capacity @35 sq. ft.: 184 | | | | Total Capacity @25 sq. ft.: 0 | | | | |

| Building | Playground | Playground Occupancy | Playground Compliance |
|---|---|---|---|
| Main | Garden - UNL | 5 | C |
| Main | Playground E Toddler | 64 | C |

| | | | |
|---|---|---|---|
| Main | Playground A Infant | 11 | C |
| Main | Playground B | 26 | C |
| Main | Playground C School Age | 66 | C |
| Main | Playground D Preschool | 66 | 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 | 58 | 59 | 0 | 0 | 0 |

**Comments**
The findings of this report were reviewed with the Director.

Plan of Improvement: No Plan Developed

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.

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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.

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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:** 9/24/2026 **VisitType:** Licensing Study **Arrival:** 11:30 AM **Departure:** 2:40 PM

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**The following information is associated with a Licensing Study:**

## 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)** **N/A**

**Comment**
Center does not provide swimming activities.

## Facility

**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 the following rooms had hazards accessible to children:
Room H-Prek 1: Under the children's handwashing sink there was Febreeze, Great Scents Odor Nuetralizer, Spray Scents air freshner and disinfectant spray.
Room I- Preschool 1: Under the childrens handwashin sink there was a bag of sunscreens and bug spray and a package of swiffer mops pads.
Room J- Preschool 2: In the back right of the classroom there was Hand sanitizer, loose batteries, lotion, and adult scissors

**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: 9/24/2026**

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

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

## 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**
Proper hand washing observed throughout the center on this date.

**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**
Staff were observed to maintain a positive learning environment on this date.

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

**Comment**
Center does not provide routine transportation.

## Sleeping & Resting Equipment

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

**Comment**
Pleasant naptime environment observed.

## Staff Records

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

**Correction Deadline: 3/10/2026**

**Corrected on 9/24/2026**
**.09(1)(c) - The previous citation was observed corrected on this date. The center has a spreadsheet they monitor to ensure everyone has an up to date satisfactory CRC.**

**Correction Deadline: 3/10/2026**

**Corrected on 9/24/2026**
**.09(1)(l)3. - The previous citation was observed corrected on this date. The center has a spreadsheet they monitor to ensure everyone has a Satisfactory CRC,**

**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 observation Staff #3, Staff #4, Staff #10, Staff #12 and Staff #25 did not have evidence of CPR and first aid certification within the first 45 days of being hired.

**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: 9/24/2026**

**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 observation Staff #25 was the only Staff in Room E- Fourth Left- Two Year old and they did not have evidence of CPR and first aid 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: 9/24/2026**

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**591-1-1-.33 Staff Training** **Technical Assistance**

**Technical Assistance**
591-1-1-.33(3)(a)-(k) - New - Please ensure every Staff member completed Health and Safety orientation training within 90 days of being hired.

**Correction Deadline: 10/24/2026**

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**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.

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**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 Staff in Room B- First Left- 7 months to 13 months and Room C- 2nd Left- 13 months-22 months were not seated within arms reach of children under the age of 36 months during mealtime as required to reduce the risk of choking.

**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: 9/24/2026**