



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: 9/29/2025 **VisitType:** Monitoring Visit

Arrival: 8:30 AM **Departure:** 1:45 PM

CCLC-2211
Towne Square Academy
 480 Racetrack Rd. McDonough, GA 30252 Henry County
 (770) 914-0093

Regional Consultant
 Charlene Story
 Phone: (770) 405-7942
 Fax: (770) 408-0759
 charlene.story@dec.al.ga.gov
 Joint with: Dyneshia Lynn

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.
09/29/2025	Monitoring Visit	Good Standing	
06/18/2025	Complaint Closure	Good Standing	
04/28/2025	Complaint Investigation Follow Up	Good Standing	

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/1	Infants and One Year Olds	1	6	C	13	C	NA	NA	Transitioning,Na p
Main	B/2		0	0	C	14	C	NA	NA	
Main	C/3	One Year Olds	1	5	C	16	C	NA	NA	Free Play
Main	D/4		0	0	C	21	C	29	C	
Main	E/5	Three Year Olds and Four Year Olds	1	13	C	20	C	NA	NA	Art
Main	F/6	GA PreK	2	19	C	22	C	NA	NA	Circle Time
Main	G/7		0	0	C	14	C	NA	NA	
Main	H/8		0	0	C	16	C	NA	NA	
Main	I/9	Two Year Olds	2	10	C	19	C	NA	NA	Centers
Main	J/10	Three Year Olds	1	15	C	17	C	NA	NA	Centers
Main	K/School Age		0	0	C	20	C	28	C	
Total Capacity @35 sq. ft.: 192			Total Capacity @25 sq. ft.: 208							
Total # Children this Date: 68			Total Capacity @35 sq. ft.: 192							
			Total Capacity @25 sq. ft.: 208							

Building	Playground	Playground Occupancy	Playground Compliance
Main	Infant/Toddler Playground	13	C
Main	Left back playground	59	C
Main	Rear Left Playground	17	C
Main	Rear Playground	59	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
6	8	18	21	33	0	61

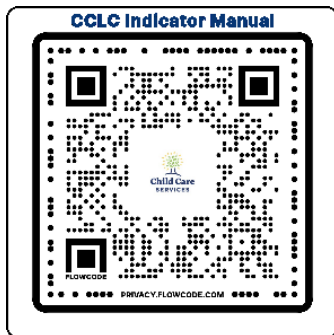
Comments

Staff files and Transportation records were available for the consultant to review.

An exit conference discussing the Monitoring visit report was conducted with the Director on this date. An email with the Monitoring visit report was sent to the Director for signature.

The CCS Consultant discussed and left a copy of the updated Child Care Weather Watch Chart with the program today. Weather does not permit outdoor play when there is active precipitation or when weather advisories are in effect. Consult the Child Care Weather Watch Chart resource for further guidance, considering specific weather conditions.

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

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



Summary Report

Date: 9/29/2025 VisitType: Monitoring Visit

Arrival: 8:30 AM Departure: 1:45 PM

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The following information is associated with a Monitoring Visit:

Activities and Equipment

591-1-1-.12 Equipment & Toys(CR)

Not Met

Technical Assistance

591-1-1-.12(4) - Consultant discussed with the Provider to ensure all furniture and equipment is secure in each classroom.

Correction Deadline: 9/29/2025

Finding

591-1-1-.12(6) requires that a variety of age-appropriate toys and play materials be available, stored on low, open shelves accessible to children in each room or assigned area. It was determined based on observation in Room I/9, three out of seven shelves were empty with no toys or books available to the children on the empty shelves.

POI (Plan of Improvement)

The Center director will ensure there is a variety of age-appropriate toys and play materials in each room for each age group. that are stored on low, open shelves accessible to children.

Correction Deadline: 9/29/2025

Recited on 9/29/2025

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

Met

Comment

Center does not provide swimming activities.

Comment

Pool not in use at this time, gates observed locked.

Facility

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

Met

Comment

Licensed capacity observed to be met by center on this date.

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

Met

Comment

No hazards observed accessible to children on this date.

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

Not Met

Comment

Discussed maintenance of resilient surface. Please fluff and redistribute.

Finding

591-1-1-.26(4) requires that playgrounds be protected from traffic or other hazards by a (4) four foot high fence or other barrier approved by this Department. Fencing material shall not present a hazard to children and shall be maintained so as to prevent children from leaving the playground area by any means other than through an approved access route. Fence gates shall be kept closed except when persons are entering or exiting the area. It was determined based on observation that the threads on the bolts of the gate separating the Infant Toddler Playground from the far Right Playground measured longer than two thread lengths.

POI (Plan of Improvement)

The Center will routinely check the fence to determine if it is in good repair and remains at least 4 feet high, and will repair any hazards. The Center will train Staff to identify and report any fence hazards and to keep the fence gates closed when not in use.

Correction Deadline: 10/7/2025

Finding

591-1-1-.26(6) requires that playground equipment provide an opportunity for the children to engage in a variety of experiences and shall be age-appropriate. For example, toddlers shall not be permitted to swing in swings designed for School-age Children. The outdoor equipment shall be free of lead-based paint, sharp corners and shall be regularly maintained in such a way as to be free of rust and splinters that could pose significant safety hazard to the children. All equipment shall be arranged so as not to obstruct supervision of children. It was determined based on observation that the chains of eight out eight swings on the Back Playground were rusted.

POI (Plan of Improvement)

The Center will provide a variety of age-appropriate equipment that is arranged so as not to obstruct supervision of children. Staff will check the equipment daily to ensure that the equipment is free of hazards, rust and splinters.

Correction Deadline: 10/9/2025

Finding

591-1-1-.26(8) requires climbing and swinging equipment to have a resilient surface beneath the equipment and the fall zone from such equipment must be adequately maintained by the Center to assure continuing resiliency. It was determined based on observation that the resilient surfacing on the Front Left Playground measured 1 inch and not the 3 inches that is required by the Department for equipment measuring less than 5 feet in height.

POI (Plan of Improvement)

The Center will add additional resilient surfacing to the fall zones where needed and check daily, adding resilient surfacing as needed to maintain adequate resiliency.

Correction Deadline: 10/9/2025

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 of children and staff was discussed with the director on this date.

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

Documentation for medication dispensing observed completed on this date.

Policies and Procedures**591-1-1-.21 Operational Policies & Procedures****Technical Assistance****Technical Assistance**

591-1-1-.21(1)(a-o) - Discussed updating the Center's policies and procedures to include the program's practices regarding the expulsion and suspension of children enrolled for care within the description of behavior management and discipline actions used by the Center.

Correction Deadline: 10/4/2025

Technical Assistance

591-1-1-.21(1)(r) - New - Consultant discussed with the Director to ensure a description of the practices followed by the Center to prevent shaken baby syndrome and abusive head trauma in children up to five years of age that includes the following information: how to recognize, respond to, and report the signs and symptoms of shaken baby syndrome and abusive head trauma; strategies to assist staff members in understanding how to care for infants and how to cope with a crying, fussing, or distraught child; strategies to ensure staff members understand the brain development of children up to five years of age; and a list of prohibited behaviors when dealing with children.

Additional information can be found in the CCLC Indicator Manual found on DECAL's website at:

<https://www.decal.ga.gov/CCS/RulesAndRegulations.aspx> or through the Center on Shaken Baby Syndrome found at: <https://dontshake.org/>.

Correction Deadline: 10/4/2025

Technical Assistance

591-1-1-.21(2)(r) - New - Consultant discussed with the Director to ensure a description of the practices followed by the Center to prevent shaken baby syndrome and abusive head trauma in children up to five years of age that includes the following information: how to recognize, respond to, and report the signs and symptoms of shaken baby syndrome and abusive head trauma; strategies to assist staff members in understanding how to care for infants and how to cope with a crying, fussing, or distraught child; strategies to ensure staff members understand the brain development of children up to five years of age; and a list of prohibited behaviors when dealing with children.

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Correction Deadline: 10/4/2025

591-1-1-.29 Required Reporting**Met**

Correction Deadline: 6/20/2025

Corrected on 9/29/2025

.29(3) - This citation was observed to be corrected on this date. Director is aware of when a Required Report is to be completed.

Safety

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

Please be mindful of voice tone in redirecting children.

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

A current/completed inspection was observed for all vehicles used in transporting children this date.

Comment

Complete documentation of transportation observed on this date.

Finding

591-1-1-.36(4)(b) requires that the interior of a transportation vehicle be clean, in safe repair and free of hazardous items, objects and/or other non-essential items which could cause injury. It was determined based on observation the following:

* Van with Tag #CEX5854 (9)-missing cup holder underneath the window of the first and second seat behind the driver's seat.

* Van with Tag #CEX4469 (8)-missing cup holder underneath the window of the first seat behind the driver's seat.

* Van with Tag #AAN5628 (6)-missing cup holder underneath the window of the first seat behind the driver's seat.

* Van with Tag #ABJ2032 (1)-missing cup holder underneath the window of the second seat behind the driver's seat.

* Van with Tag #BNW0654 (3)-missing cup holder underneath the window of the second seat behind the driver's seat.

POI (Plan of Improvement)

The center will maintain that all transportation vehicles are clean, in safe repair, and free from hazards. Consultant discussed with the Director to ensure seats are cleaned and the floors are swept each week.

Correction Deadline: 9/30/2025

Sleeping & Resting Equipment

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

Technical Assistance

Comment

Discussed SIDS and infant sleeping position.

Technical Assistance

591-1-1-.30(4) - Consultant discussed with the Director to ensure mats stored in the classrooms are inaccessible to the children.

Correction Deadline: 9/29/2025

Staff Records

Records Reviewed: 16

Records with Missing/Incomplete Components: 12

Staff # 1

Not Met

Date of Hire: 10/16/2023

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 2

Not Met

Date of Hire: 07/31/2025

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 3

Not Met

Date of Hire: 06/23/2025

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 5

Not Met

Date of Hire: 11/20/2024

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 6

Not Met

Date of Hire: 08/10/2023

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 7

Not Met

Date of Hire: 10/07/2024

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 8

Not Met

Date of Hire: 11/14/2024

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 10

Not Met

Date of Hire: 10/23/2013

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 11

Not Met

Date of Hire: 09/28/2018

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 12

Not Met

Date of Hire: 07/02/2024

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 14

Not Met

Date of Hire: 07/14/2025

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 15

Not Met

Date of Hire: 06/17/2025

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

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

Director provided [] file(s) for employees hired since last visit.

591-1-1-.09 Criminal Records Check(CR)**Met****Comment**

Director provided [] file(s) for employees hired since last visit.

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 review of records that center staff#3 (hire date 06/23/2025), Staff#15(hire date 06/17/2025), and Staff#2 (hire date 06/14/2025) who were hired before the 45 day new rule became effective did not obtain their CPR/First Aid Certification within the 90 days. Additionally, staff#14 (hire date 07/14/2025) did not obtain a CPR/First Aid certification within the 45 days as required.

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: 10/29/2025

Technical Assistance

591-1-1-.14(2)(b) - New - Discussed that effective July 1, 2025, new staff are required to obtain pediatric First Aid and pediatric CPR training within 45 days of employment. It was further discussed that programs must have at least one person with current pediatric First Aid and pediatric CPR training in each classroom at all times.

Correction Deadline: 9/29/2025

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

591-1-1-.33(1) - Consultant discussed with the Director that all Employees, including volunteers, independent contractors, students-in-training, etc. should have a completed initial program orientation form on file.

Correction Deadline: 9/29/2025

Technical Assistance

591-1-1-.33(5)(b)1. - New - Consultant discussed with the Director that effective July 1, 2025, all staff are required to obtain at least two hours in evidence based, developmentally appropriate language and literacy practices.

Correction Deadline: 10/29/2025

Technical Assistance

591-1-1-.33(5)(b)(2)(i)-(iv) - New - Consultant discussed with the Director that effective July 1, 2025, all staff are required to obtain at least two hours in on-going child development and health and safety related topics as part of their 10 hours of annual training.

Correction Deadline: 10/29/2025

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)**Met****Comment**

Adequate supervision observed on this date.