



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: 11/20/2025 **VisitType:** Complaint Investigation & Monitoring Visit

Arrival: 12:40 PM **Departure:** 3:00 PM

CCLC-47739
Still Waters Learning Center
1560 Oakbrook Drive Norcross, GA 30093 Gwinnett County
(770) 449-4125

Regional Consultant
Jermecia Moore-Fulton
Phone: (470) 214-7043
Fax:
jermecia.moore-fulton@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.
11/20/2025	Complaint Investigation & Monitoring Visit	Good Standing	
10/28/2025	Licensing Study	Good Standing	
08/19/2024	Licensing Study	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	1L - Room G		0	0	C	19	C	NA	NA	Not In Use
Main	2L - Room H		0	0	C	17	C	NA	NA	Not In Use
Main	2R - Room A - Preschool 4	Three Year Olds and Four Year Olds	2	14	C	20	C	NA	NA	Outside, Nap, Transitioning
Main	3R - Room B - Preschool 3		0	0	C	20	C	NA	NA	Not In Use
Main	4R - Room C - Toddler	One Year Olds and Two Year Olds	1	6	C	16	C	NA	NA	Nap
Main	Center - Room F		0	0	C	56	C	NA	NA	Not In Use
Total Capacity @35 sq. ft.:			148		Total Capacity @25 sq. ft.: 0					
Total # Children this Date: 20			Total Capacity @35 sq. ft.:		Total Capacity @25 sq. ft.: 0					

Building	Playground	Playground Occupancy	Playground Compliance
Main	School - Age	50	C
Main	Toddler-Preschool	41	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
0	6	4	11	5	0	0

Comments

- Please ensure to complete all temporary closures by 8 a.m. (vacation, emergencies, school closures, holidays etc...) in DECAL KOALA at all times under the Required Report tab whenever your facility is closed temporarily when you are not caring for children for one day or more. Please be sure to SAVE the report prior to exiting.
- Please ensure 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 about to expire.
- Incident Reports are to be submitted via DECAL KOALA with all signed staff statements for staff and the Director.
- Please ensure to hide staff who are no longer employed in your DECAL KOALA account.

Plan of Improvement: No Plan Developed

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

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 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) 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) Met

Correction Deadline: 10/31/2025

Corrected on 11/20/2025

.25(3) - The previous citation was observed to be corrected. The Consultant observed the toilets in the front-left side of classroom 3R - Room B - Preschool 3 and the the back-right side of classroom 4R - Room C - Toddler.to now have screw covers/caps.

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

Staff were observed to remind children to wash hands on this date.

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

The Provider currently does not dispense/administer medication.

Safety**591-1-1-.05 Animals****Met****Comment**

Center does not keep animals on premises.

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

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

591-1-1-.13 Field Trips(CR)**N/A****Comment**

Center does not participate in field trips at this time.

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****Comment**

Consultant requested to view all Criminal Record checks for employees hired after last visit. Director stated that there have been no new hires since last visit

591-1-1-.14 First Aid & CPR(CR)**Met****Comment**

Please be mindful of training expiration dates.

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**

Discussed combining children of mixed ages.

Comment

Staff observed to provide direct supervision and be attentive to children's needs.