



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: 9/11/2026 **VisitType:** LS POI Follow Up

Arrival: 10:40 AM **Departure:** 4:30 PM

CCLC-52798

White Oak Learning Academy #4

4930 Auraria Road Dawsonville, GA 30534 Lumpkin County
 (706) 482-2211

Process & QI Unit Consultant

Melyn Smith

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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.
09/11/2026	LS POI Follow Up	Good Standing	
06/09/2026	Incident Investigation by Phone	Good Standing	
01/05/2026	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	A Ones	One Year Olds	2	8	C	10	C	NA	NA	Lunch,Nap
Main	B Threes	Three Year Olds	2	6	C	11	C	NA	NA	Lunch,Story
Main	C Twos	Two Year Olds	2	9	C	9	C	NA	NA	Nap,Transitioning
Main	D Ones	One Year Olds	1	5	C	8	C	NA	NA	Lunch,Nap
Main	E Infants	Infants and One Year Olds	2	9	C	10	C	NA	NA	Feeding,Floor Play,Nap,Lunch
Total Capacity @35 sq. ft.: 48			Total Capacity @25 sq. ft.: 0							
School Age	F 3-12 Yrs		0	0	C	14	C	NA	NA	Not In Use
School Age	G 4-12 Yrs	Three Year Olds	1	6	C	26	C	NA	NA	Music,Lunch
School Age	H 4-12 Yrs	GA PreK	3	18	C	26	C	NA	NA	Transitioning,Outside,Story,Centers
Total Capacity @35 sq. ft.: 66			Total Capacity @25 sq. ft.: 0							
Total # Children this Date: 61			Total Capacity @35 sq. ft.: 114			Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	A Playground	104	C
School Age	B Playground	96	C

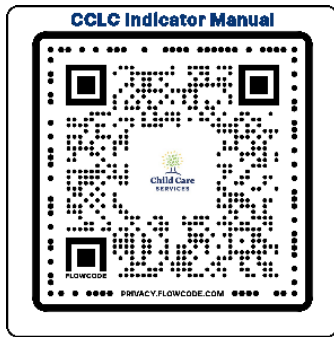
Enrolled Children					
Infant (0-12 months)	Toddler (1-2 yrs)	Preschool (3-5yrs/full time care)	School Age (before/after care only)	GA PreK only	Summer Only

Comments

The visit was completed on September 10, 2026. An exit conference was held with the Director and Assistant Director at the conclusion of the visit. Due to technological issues, the visit report was prepared, emailed, and reviewed with the Director by telephone on September 11, 2026.

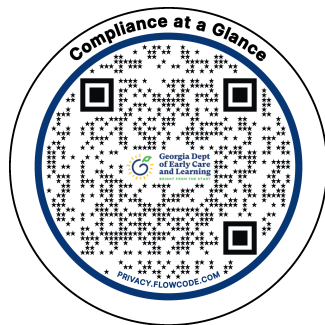
During the visit, the following items were discussed and resources were provided: DECAL Scholars Academic Scholarships, How to Use the Indicator Manual, and the updated 2026 Training Requirements and Frequently Asked Questions.

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>.



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.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

Date: 9/11/2026 VisitType: LS POI Follow Up

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The following information is associated with a LS POI Follow Up:

Activities and Equipment

591-1-1-.03 Activities

Met

Comment

Age-appropriate activities observed throughout the center.

Comment

Lesson Plans were observed to be posted and reflected the current weeks activities in each classroom.

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

Met

Comment

A variety of equipment and toys were observed throughout the center on this date.

Comment

Equipment and furniture observed to be properly secured, as applicable.

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

N/A

Comment

Center does not provide swimming activities.

Children's Records

Records Reviewed: 6

Records with Missing/Incomplete Components: 1

Child # 1

Not Met

"Missing/Incomplete Components"

.08(1)-Doctor, Clinic, Phone Numbers

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

Technical Assistance

Technical Assistance

591-1-1-.08(1) - Please ensure children's files contain all required information, as one of six children's files reviewed did not have the name and phone number for the child's primary physician.

Correction Deadline: 9/11/2026

Facility

591-1-1-.06 Bathrooms

Met

Comment

Bathrooms observed to be clean and well maintained.

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)**Technical Assistance****Comment**

Please be mindful to keep items that pose a hazard inaccessible to children.

Technical Assistance

591-1-1-.25(3) - Discussed ensuring that the caulk around the handwashing sinks in both bathrooms located in the School Age Building, Room G 4-12 Yrs were repaired and replaced as needed.

Correction Deadline: 9/11/2026

591-1-1-.26 Playgrounds(CR)**Not Met****Comment**

The playgrounds and playground equipment and toys were observed to be clean and in good repair on this date.

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 a 4-inch gap was present between the double gates located along the left fence on the School Age B Playground, which posed a potential entrapment hazard.

POI (Plan of Improvement)

The Center will routinely check the fence to determine if it is in good repair, has no gaps larger than 3.5 inches, and remains at least 4 feet high, and will repair any hazards. The Center will train Staff to identify and report any fence hazards.

Correction Deadline: 9/24/2026

Food Service**591-1-1-.15 Food Service & Nutrition****Met****Comment**

Please ensure that the posted infant feeding forms are updated regularly and contain all required information.

Comment

The center menu met USDA guidelines. Lunch consisted of sweet-and-sour turkey meatballs, whole-grain brown rice, carrots, pears, and milk. The foods were observed to be cut into appropriately sized pieces based on the ages of the children to help prevent choking incidents.

591-1-1-.18 Kitchen Operations**Met****Comment**

Kitchen appears clean and well organized 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.

Comment

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

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

Documentation for medication dispensing observed completed on this date.

Policies and Procedures

Technical Assistance

591-1-1-.21(2)(r) - New - Discussed ensuring that the Center's written policy regarding the prevention of shaken baby syndrome and abusive head trauma in children up to five years of age included a description of the practices followed by the Center which should include 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 cope with a crying, fussing, or distraught child; strategies to ensure staff members understood 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.dec.state.ga.us/CCS/Regulations.aspx> or through the Center on Shaken Baby Syndrome found at: <https://dontshake.org/>.

Correction Deadline: 9/16/2026

Comment

Program observed complete emergency drills

Safety

591-1-1-.05 Animals

N/A

Comment

Center does not keep animals on premises.

591-1-1-.11 Discipline(CR)

Met

Comment

Age-appropriate discussion and/or redirection observed.

Correction Deadline: 6/23/2026

Corrected on 9/11/2026

.11(2) - The previous citation was observed corrected on this date. The Center reviewed appropriate behavior management techniques and discipline actions with all staff. Staff were observed to use positive discipline in the form of redirection and discussion.

591-1-1-.13 Field Trips(CR)

Not Met

Finding

591-1-1-.13(2) requires Center Staff to obtain written permission from Parents in advance of the child's participation in any field trip and such permission must be signed and dated by a Parent. It was determined based on a review of records that parental permission forms had been signed but were not dated as required for nine children who participated in the field trip to Stars and Strikes Cumming on July 23, 2026, and for 26 children who participated in the field trip to Yahoola Splash Pad and Pizza Hut in Dahlonaga on July 30, 2026.

POI (Plan of Improvement)

Center Staff will have and use a system to obtain written field trip permission in advance and ensure the permission is signed and dated by the responsible person.

Correction Deadline: 9/11/2026

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

Not Met

Comment

Center does not provide routine transportation.

Comment

The vehicle had an approved fire extinguisher and first aid kit on this date.

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 a second check was not completed upon arrival at the Yahoola Splash Pad, upon arrival at Pizza Hut in Dahlonaga, and upon return to the Center at the conclusion of the field trip on July 30, 2026, for Bus #8 (Tag #EKE831), which was one of three buses that transported a total of 26 children.

POI (Plan of Improvement)

The Center will train Staff who are or may be involved in transporting children in how to thoroughly inspect a vehicle and properly complete the field trip transportation documentation. The Center will review and monitor.

Correction Deadline: 9/11/2026

Sleeping & Resting Equipment

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

Technical Assistance

Comment

Pleasant naptime environment observed.

Technical Assistance

591-1-1-.30(4) - Discussed ensuring that cots and mats stored in the children's activity room or area were stored in a manner that prevented children's access to them. It was observed that coverings were available for the stacks of cots and mats in the classrooms; however, the coverings were not being used on this date.

Correction Deadline: 9/11/2026

Staff Records

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

Met

Comment

Criminal record checks were observed to be complete.

Comment

Director provided 10 files for employees hired since last visit.

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

Met

Comment

At least one staff person with current and valid pediatric first aid and pediatric CPR observed in each classroom where children were present.

Comment

Complete first aid kits observed in center and on vehicles on this date.

Comment

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

591-1-1-.33 Staff Training

Met

Comment

Documentation observed of required staff training.

Correction Deadline: 2/4/2026

Corrected on 9/11/2026

.33(3)(a)-(k) - The previous citation was observed corrected on this date. The identified staff member was no longer employed at the Center. Ten staff members hired since the previous visit were identified and had evidence of completing the Health and Safety Orientation Training within 90 days of hire, as required.

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

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